Workforce Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Critical	High	Low	Medium	FCR Total
Workforce Services	1	6	1,321	21	1,349
	0	0	575	1	576
Customer Company Total	1	6	1,321	21	1,349
	0	0	575	1	576

Workforce Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Critical	High	Low	Medium	MIR Total
Workforce Services	1	6	1,321	21	1,349
	1	0	114	2	117
Customer Company Total	1	6	1,321	21	1,349
	1	0	114	2	117

Workforce Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Critical	High	Low	Medium	ATTIR Total
Workforce Services	1	6	1,321	21	1,349
	0.56	0.23	2.09	0.41	2.06
Customer Company Total	1	6	1,321	21	1,349
	0.56	0.23	2.09	0.41	2.06

Incident Report

As of **11/2/2010**

Workforce Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Critical	High	Low	Medium	MR Total
Workforce Services	1 0	6 0	1,321 36	21 3	1,349 39
Customer Company Total	1 0	6 0	1,321 36	21 3	1,349 39

Workforce Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number - Average time in hours**				
	Critical	**High**	**Low**	**Medium**	**ATTR Total**
Workforce Services	1 0.56	6 0.49	1,320 2.08	21 1.18	1,348 2.06
Customer Company Total	1 0.56	6 0.49	1,320 2.08	21 1.18	1,348 2.06

Workforce Services

Detail

Incident	Name	Category	Type	Item		Status	TIR Missed		TIR	
INC000000156604	Kasandra Asay	Application	Error	Public Assistance Case Manage			TIR Missed:	Yes	TIR:	47.97
Application Support - PACMIS	Debbie Campbell	Workforce Services		Low	Resolved		TTR Missed:	No	TTR:	129.79
INC000000164912	Alexis Rodriguez	Application	Error	Public Assistance Case Manage			TIR Missed:	Yes	TIR:	574.01
Application Support - PACMIS	Cindy Layton	Workforce Services		Low	Resolved		TTR Missed:	No	TTR:	56.16
INC000000166499	Allyson Isom	Mobile Devices	None	BlackBerry Configuration			TIR Missed:	Yes	TIR:	5.54
Capitol Desktop Support	Danielle Hood	Workforce Services		Low	Closed		TTR Missed:	No	TTR:	14.69
INC000000169291	Cathy Bell	Application	Error	None			TIR Missed:	Yes	TIR:	518.39
Application Support - PACMIS	Cindy Layton	Workforce Services		Low	Resolved		TTR Missed:	No	TTR:	3.93
INC000000170635	Randon Lessing	None	None	None			TIR Missed:	Yes	TIR:	503.65
Application Support - PACMIS	Cindy Layton	Workforce Services		Low	Resolved		TTR Missed:	Yes	TTR:	503.65
INC000000172396	Kathy Hart	Application	Reporting	None			TIR Missed:	No	TIR:	0.53
Metro A Hosting	Tom Carney	Workforce Services		Low	Closed		TTR Missed:	No	TTR:	1.41
INC000000178006	Tammy M Cole	Application	None	Content Manager			TIR Missed:	No	TIR:	0.00
Application Support - Content Mana	Kent Rimmasch	Workforce Services		Low	Closed		TTR Missed:	Yes	TTR:	244.93
INC000000180818	Diane Pfeifer	Print/Copy/Scan/Fax	Error Code	None			TIR Missed:	No	TIR:	0.88
Application Support - Content Mana	Nate Olson	Workforce Services		Low	Resolved		TTR Missed:	No	TTR:	0.88
INC000000191792	Dusty Burchett	Telecom	None	None			TIR Missed:	No	TIR:	0.33
Metro B Desktop Support	Gary Graham	Workforce Services		Low	Resolved		TTR Missed:	No	TTR:	2.50
INC000000191855	Diane Nielsen	Application	Error	Content Manager			TIR Missed:	No	TIR:	0.95
Metro A Desktop Support	Robert Wall	Workforce Services		Low	Closed		TTR Missed:	No	TTR:	1.11
INC000000193386	Melauni Jensen	Print/Copy/Scan/Fax	Incident	Novell GroupWise			TIR Missed:	No	TIR:	0.13
Metro A Desktop Support	Robert Wall	Workforce Services		Low	Closed		TTR Missed:	No	TTR:	0.13
INC000000194705	Ryan Burton	PC/Laptop	Hardware	None			TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support	Ryan Casey	Workforce Services		Low	Closed		TTR Missed:	No	TTR:	
INC000000195200	David Brand	PC/Laptop	Performance	None			TIR Missed:	Yes	TIR:	1.14
Metro A Desktop Support	Rodney Austin	Workforce Services		Low	Closed		TTR Missed:	No	TTR:	1.14
INC000000195802	Jimmy Smith	PC/Laptop	Performance	None			TIR Missed:	No	TIR:	0.02
Metro A Desktop Support	Wayne Higgs	Workforce Services		Low	Closed		TTR Missed:	No	TTR:	1.00
INC000000196178	David J Bartschi	Network	Error	None			TIR Missed:	No	TIR:	0.37
Metro D North Desktop Support	Neil Smedley	Workforce Services		Low	Closed		TTR Missed:	No	TTR:	4.22
INC000000196529	Diane Pfeifer	PC/Laptop	Hardware	None			TIR Missed:	Yes	TIR:	1.17
Metro A Desktop Support	Mike Beynon	Workforce Services		Low	Closed		TTR Missed:	No	TTR:	1.17

Workforce Services

Incident	Name	Category	Type	Product	Priority	Status	TIR Missed	TIR	TTR Missed	TTR
INC000000196735	Brent Fife	Telecom	Call/Receive	None			No	0.14		
	Voice/Data/WAN Services	Mike Johnson	Workforce Services		Low	Closed			No	0.15
INC000000196901	Debra Schlund	Application	Error	Utah Works			No	0.00		
	Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed			No	
INC000000197097	Reyna Romero	Application	Error	Utah Works			Yes	16.94		
	Application Support - UWORKS	Eric Strong	Workforce Services		Low	Closed			Yes	31.91
INC000000197329	Lesley Lundeberg	None	None	None			Yes	13.87		
	Application Support - UWORKS	Eric Strong	Workforce Services		Low	Closed			Yes	29.14
INC000000197350	Isaac Collard	PC/Laptop	Password	None			No	0.71		
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Closed			No	0.73
INC000000197638	CindaLee Hall	PC/Laptop	Performance	None			No	0.00		
	Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Resolved			No	
INC000000197733	Ashley Nielsen	Application	Password	Novell GroupWise			No	0.00		
	Metro A Help Desk	Liz Evans	Workforce Services		Low	Closed			No	
INC000000197751	Ashley Baker	Application	Error	Content Manager			Yes	1.98		
	Application Support - Content Mana	Randall Ottesen	Workforce Services		Low	Closed			No	1.98
INC000000197886	Lani Wilson-Klingsporn	Telecom	Call/Receive	None			No	0.13		
	Voice Operations	Annette Nielsen	Workforce Services		High	Closed			No	0.15
INC000000197940	Laurel Morris	Telecom	Feature	None			No	0.13		
	Voice/Data/WAN Services	Mike Johnson	Workforce Services		Low	Closed			No	0.70
INC000000198024	Bonnie L Kelsey	None	None	None			No	0.00		
	Help Desk	Vicky Marrelli	Workforce Services		Low	Closed			No	0.00
INC000000198036	Jamie Wiberg	Network	Error	Novell Client for 32-bit Windows			No	0.00		
	Metro A Desktop Support	Wayne Higgs	Workforce Services		Low	Closed			No	0.00
INC000000198038	Dusty Burchett	None	None	None			No	0.00		
	Metro B Desktop Support	Gary Graham	Workforce Services		Low	Closed			No	0.00
INC000000198040	Vilma Flores	Application	Error	None			No	0.00		
	Metro D North Desktop Support	Ryan Casey	Workforce Services		Low	Closed			No	0.00
INC000000198073	Angela A Hansen	Application	Error	eFIND/eSHARE			No	0.00		
	Application Support - EFIND	Laurie Meriwether	Workforce Services		Low	Closed			No	0.00
INC000000198080	Vilma Flores	Application	Error	eFIND/eSHARE			No	0.00		
	Application Support - EFIND	Anhkim Le	Workforce Services		Low	Closed			No	0.00
INC000000198095	Diane Pfeifer	None	None	None			No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services		Low	Closed			No	0.00

Workforce Services

INC000000198097	Matthew Larson	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000198099	Koral Vasquez	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000198101	Kathy Link	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000198125	Cami Sandoval	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.25
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.25
INC000000198154	Vicki Hiett	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000198155	Sandy Flores	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.11
INC000000198156	Michelle Deprizio	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.01
INC000000198166	Stephen Manzione	Remote Connectivity	Error	None		TIR Missed: No	TIR:	0.00
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.16
INC000000198173	Ying Huynh	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.39
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.39
INC000000198177	Melodee Williams	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.22
INC000000198186	Theresa Chief Eagle	PC/Laptop	Performance	Java Platform SE		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000198197	Rebecca D Anderson	Application	None	BlackBerry Configuration		TIR Missed: No	TIR:	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000198221	Justin Whittaker	Application	Error	Utah Works		TIR Missed: Yes	TIR:	3.46
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.46
INC000000198225	Dana Simper	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.42
INC000000198233	Roberta Ivankovich	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.10
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.78
INC000000198239	De Ette Richards	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000198242	Nicole Chandler	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.63
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.63

Incident Report

As of **11/2/2010**

Workforce Services

INC000000198243	Rick Little	Application	Error	Novell GroupWise	TIR Missed:	No	TIR:	0.83
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.83
INC000000198248	Diane Zylks	Application	Error	State Payroll Time Entry System	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.12
INC000000198256	Justin Whittaker	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.60
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.60
INC000000198258	Colleen Gearheart	Print/Copy/Scan/Fax	None	Novell GroupWise	TIR Missed:	No	TIR:	0.35
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.17
INC000000198260	Peggy Duncan	Application	Error	State Payroll Time Entry System	TIR Missed:	No	TIR:	0.02
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.11
INC000000198279	Kathryn Murdock	Application	Error	Content Manager	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000198302	Dana Simper	PC/Laptop	Performance	None	TIR Missed:	Yes	TIR:	1.16
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.64
INC000000198305	Anna Larson	Application	Error	State Payroll Time Entry System	TIR Missed:	No	TIR:	0.32
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.32
INC000000198308	Kim Dinh-Nguyen	None	None	None	TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.04
INC000000198314	J'Lean Burton	Print/Copy/Scan/Fax	Error Code	Novell GroupWise	TIR Missed:	No	TIR:	0.12
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.12
INC000000198327	Katie Hanway	None	None	None	TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000198329	Leticia Hough	Application	Error	State Payroll Time Entry System	TIR Missed:	No	TIR:	0.15
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.15
INC000000198337	Jason Miller	PC/Laptop	Performance	None	TIR Missed:	No	TIR:	0.68
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.68
INC000000198351	Paula Lange	PC/Laptop	Hardware	None	TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.32
INC000000198353	Sonja Sheffer	Application	Error	Avaya CentreVu Supervisor	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000198366	Piper Leon	Application	Error	None	TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000198370	Loraine Martin	PC/Laptop	Hardware	None	TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00

Workforce Services

INC000000198371	Juliana Smith	PC/Laptop	Performance	Content Manager		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000198374	Juliana Smith	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000198383	Wendy Rosenthal	Application	Error	Utah Works		TIR Missed: Yes	TIR:	8.76
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	8.76
INC000000198396	Connie Tidwell	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000198397	Sharon Holmes	Network	Password	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000198410	Pearl Le	Application	None	Microsoft Excel		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000198419	Pearl Le	Application	None	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000198422	Peggy Mitchell	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.32
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.32
INC000000198460	Doug Larsen	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000198466	Kelsey Garner	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000198481	Heather M Williams	Network	Password	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000198484	Olivia White	Application	Error	None		TIR Missed: No	TIR:	0.04
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000198487	Cindy Bertagnolli	Application	Reporting	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000198493	Cindy Bertagnolli	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000198516	Zenaida Martinez	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.26
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.26
INC000000198527	Nicole Kerwood	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000198528	Anthony Knight	PC/Laptop	Password	Microsoft Windows XP Professional		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000198556	Gloria Bock	Application	None	eFIND/eSHARE	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.23
INC000000198557	Mona Guet	None	None	None	TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.60
INC000000198583	Roberta Ivankovich	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000198585	Tina Kappos	Application	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000198590	Jacquelyn Harris	PC/Laptop	Password	Microsoft Windows XP Professio	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000198604	Sherry Bird	Application	Error	State Payroll Time Entry System	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000198613	Jennifer Doxey	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000198621	Sharon Holmes	PC/Laptop	Password	None	TIR Missed:	No	TIR:	0.22
Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.22
INC000000198669	Prasoon Choudhary	Network	Virus	None	TIR Missed:	No	TIR:	0.07
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.07
INC000000198671	Nikki Cox	Application	Error	Novell iPrint	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000198686	Randi Bell	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000198688	Nikolene Bradbury	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.54
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.54
INC000000198689	Melissa Presley	None	None	None	TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000198692	Katrina Evans	Application	Error	ZENworks for Desktops	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000198697	Ma'afala Koko	Network	Performance	None	TIR Missed:	No	TIR:	0.77
Metro D North Desktop Support	Neil Smedley	Workforce Services	Medium	Closed	TTR Missed:	No	TTR:	0.77
INC000000198704	Mary Zorn	Network	Performance	None	TIR Missed:	No	TIR:	0.39
Rural South Desktop Support	Lane Adams	Workforce Services	Medium	Closed	TTR Missed:	No	TTR:	0.39
INC000000198716	Grazyna Janeczko	PC/Laptop	Performance	None	TIR Missed:	No	TIR:	0.14
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.91

Workforce Services

| INC000000198721 | Lucinda Berge | Application | Error | eFIND/eSHARE | TIR Missed: Yes | TIR: | 1.04 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.39 |

| INC000000198736 | Rachelle Rypien-Walker | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000198739 | Jeff Godfrey | None | None | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000198756 | Vint DeGraw | Application | Error | Utah Works | TIR Missed: Yes | TIR: | 6.75 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 6.75 |

| INC000000198775 | Ying Huynh | Application | Reporting | Novell GroupWise | TIR Missed: No | TIR: | 0.62 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.62 |

| INC000000198779 | Rebecca Williams | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000198785 | Brent Wintch | None | None | None | TIR Missed: No | TIR: | 0.29 |
| | Network Operations | Brant Davis | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.29 |

| INC000000198791 | Bryan Call | Application | Error | Computerized Unemployment B | TIR Missed: No | TIR: | 0.35 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 3.16 |

| INC000000198815 | Natalie Henderson | Application | Error | Microsoft Excel | TIR Missed: Yes | TIR: | 2.82 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 2.82 |

| INC000000198818 | Brian Prettyman | Application | None | Content Manager | TIR Missed: No | TIR: | 0.52 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.71 |

| INC000000198866 | Lisa Osborn | None | None | None | TIR Missed: Yes | TIR: | 1.18 |
| | Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.18 |

| INC000000198885 | Jennifer Owens | None | None | None | TIR Missed: No | TIR: | 0.24 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.24 |

| INC000000198891 | Verlin Christensen | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.28 |

| INC000000198903 | Robert Birkinshaw | Application | None | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.70 |

| INC000000198909 | Ammi Tracy | Network | Error | None | TIR Missed: No | TIR: | 0.12 |
| | Metro D North Desktop Support | Kim Ratushniak | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.73 |

| INC000000198910 | Carol Conti | Application | Reporting | None | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Dan Barrett | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000198952 | Sharen Welsh | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

Workforce Services

INC000000198973	Wayne Fillmore	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000198976	Jon Marrott	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.15
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.29
INC000000198988	Cynthia Bedore	Application	None	Content Manager		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000198991	Laurina Schouten	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000198994	Chris S Allen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.22
INC000000198996	Shauna Vigil	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000198998	Brian Prettyman	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000198999	Chris S Allen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199006	Tony Romero	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199013	Laura Pearson	Network	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000199014	Tony Romero	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199035	Shawna Gelhard	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199037	Phay Panh	Network	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199056	Vickie Tiley	Application	None	None		TIR Missed: No	TIR:	0.45
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.72
INC000000199082	Veronica Comandone	Application	Reporting	Novell iPrint		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199084	Heather M Williams	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199092	Kari L Allen	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000199099	Helen Hanson	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000199120	Karen Ellsworth	Server	Performance	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.01
INC000000199129	Stephen Nebeker	Server	Performance	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.01
INC000000199130	Sanjin Mackovic	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.09
INC000000199145	Rebecca Farnsworth	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000199170	Ryan Betts	Application	Error	Public Assistance Case Manage		TIR Missed: Yes	TIR:	30.43
Application Support - PACMIS	Debbie Campbell	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	30.43
INC000000199181	Roberta Ivankovich	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Help Desk	Dan Barrett	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000199186	Moriah Stucki	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000199196	Karen Conley	Telecom	IP	None		TIR Missed: No	TIR:	0.23
Network Operations	Brant Davis	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.68
INC000000199209	Levi Bohon	Telecom	Call/Receive	None		TIR Missed: No	TIR:	0.24
Voice Operations	Lois Schow	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.38
INC000000199217	Dana Simper	PC/Laptop	Performance	None		TIR Missed: Yes	TIR:	1.15
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.15
INC000000199226	Jane Randquist	Remote Connectivity	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000199233	Dennis Canning	Application	Password	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000199246	Wendi Jo Knighton	Application	Reporting	Avaya IP Softphone		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.17
INC000000199247	Theresa Chief Eagle	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.09
INC000000199254	Shelley Dial	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000199269	Ralph Laub	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00

Incident Report

Workforce Services

INC000000199294	Colleen Gearheart	Application	None	BMI	TIR Missed: No	TIR:	0.12
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.91
INC000000199300	Brent Fife	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199306	Sandy L Jensen	Application	Error	Microsoft Excel	TIR Missed: No	TIR:	0.91
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.91
INC000000199307	David Anthony	PC/Laptop	Performance	Utah Works	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199316	Kristine Larson	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199332	Robyn Thomas	PC/Laptop	Virus	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.22
INC000000199336	Jerry Norton	Application	Reporting	None	TIR Missed: No	TIR:	0.08
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000199340	Brook Mecham	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.03
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000199343	Leeann Herndon	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199358	Robert Ferreira	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199375	Janet Deane	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199376	Claudio Arancibia	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000199379	Penney Chipp	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.56
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.56
INC000000199385	Yvonne Krause	Application	Error	Utah Works	TIR Missed: No	TIR:	0.44
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.44
INC000000199389	Rene Meza	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000199396	Kathleen Leiker	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199397	Jackie Nielson	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.37

Workforce Services

INC000000199398	Rebecca Banner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199401	Marilyn Larsen	Application	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199405	Lindsey Caffall-Davis	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199408	Levi Bohon	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199410	Shane ODell	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199411	Sharon Peake	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199412	Debra Shelley	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199413	Tanya Wilson	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199424	Reyna Romero	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000199429	Vickie Olsen	Application	Error	Content Manager		TIR Missed: No	TIR:	0.26
	Application Support - Content Mana Randall Ottesen		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.26
INC000000199437	Jody McMillan	None	None	None		TIR Missed: No	TIR:	0.10
	Voice Operations	Gail Christiansen	Workforce Services	Medium	Closed	TTR Missed: Yes	TTR:	5.42
INC000000199437	Jody McMillan	None	None	None		TIR Missed: No	TIR:	0.00
	Voice Operations	Gail Christiansen	Workforce Services	Medium	Closed	TTR Missed: Yes	TTR:	5.42
INC000000199442	Rob Luckau	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.13
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000199450	Lora Wirthlin	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.05
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.15
INC000000199457	Kristine Larson	Remote Connectivity	Error	Linux		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.66
INC000000199460	Gaylene Pebley	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199462	Kim Auberger	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000199484	Kent Njord	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000199496	Bonnie L Kelsey	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000199507	Kamron Dalton	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.88
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.47
INC000000199515	Jason Tolbert	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199517	Steven L Rasmussen	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000199519	Marilyn Wallis	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199539	Jana Nell	Telecom	IP	None		TIR Missed: No	TIR:	0.30
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.38
INC000000199543	Kevin Burt	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199545	Kimberly Rankin	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199548	Lesnie Foster	Network	Error	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000199550	Victor Layton	Network	Error	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000199551	Stacey Joos	Application	Error	BlackBerry		TIR Missed: No	TIR:	0.81
	Capitol Desktop Support	Danielle Hood	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.63
INC000000199552	Robert Ferreira	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199562	Debra Schlund	Application	Error	Adobe Reader		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199570	Sylvia Farrand	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.04
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000199572	Nicole Chandler	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.05
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000199597	Stephanie Trappett	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

Incident Report

Workforce Services

INC000000199600	Grazyna Janeczko	Server	Error	Novell GroupWise	TIR Missed: No	TIR:	0.18
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000199603	Joshua Hawkins	Server	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000199607	Irina Pierpont	Server	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000199608	Collin Peterson	Server	Error	Novell GroupWise	TIR Missed: No	TIR:	0.05
Metro A Help Desk	Cindy Schroeder	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	0.05
INC000000199615	Rebecca Curry	Server	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000199616	Stephanie Trappett	None	None	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000199618	Diane Nielsen	Server	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000199623	Kent Naisbitt	Server	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000199646	Ted Barley	None	None	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000199648	Carol Rogers	None	None	DWS Intranet	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000199659	Jennika Sheldon	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.04
Metro D North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000199666	Amanda Van Ausdal	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000199677	Christopher Durbin	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199684	Cindy Bertagnolli	Application	Error	None	TIR Missed: No	TIR:	0.48
Application Support - Web Dev	Luke Arabasz	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.48
INC000000199688	Rene Meza	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199689	Dale Ownby	Application	Error	None	TIR Missed: No	TIR:	0.24
Application Support - Web Dev	Sudha Rajamani	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.31
INC000000199692	Tina Kappos	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000199707	Alison R Young	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	1.67
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	1.67
INC000000199735	Kimberly Reyburn	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.12
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.12
INC000000199748	Melinda Adams	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	
INC000000199761	Angi Nielsen	Application	Password	DWS Intranet		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000199765	Mike Miller	Network	Incident	None		TIR Missed:	No	TIR:	0.12
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.12
INC000000199795	Erlinda Anderson	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000199796	June Conn-Solomon	None	None	None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000199802	Doyle Bender	PC/Laptop	Performance	Internet Explorer		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000199830	Paula Evans	Application	Reporting	Mozilla Firefox		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000199831	Melissa Daymont	Storage	Stand Alone	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000199833	Joe Edman	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000199851	Rachana Keo	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.09
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.09
INC000000199855	Sheryl Nisely	Application	Error	None		TIR Missed:	No	TIR:	0.00
Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.72
INC000000199857	Doug Miller	Application	Error	None		TIR Missed:	No	TIR:	0.26
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	1.64
INC000000199868	Sonia Fowler	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.35
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.35
INC000000199877	Kathleen Leiker	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.20
INC000000199880	Kathleen Leiker	Print/Copy/Scan/Fax	Error Code	None		TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.20

Workforce Services

INC000000199881	Dana Parke	Application	Password	PGP		TIR Missed: No	TIR:	0.45
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.45
INC000000199900	Denis Paul	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199904	Jessica Ankenbauer	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199907	Steven Opager	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199909	Kelley R Meredith	Application	Error	None		TIR Missed: No	TIR:	0.11
	Application Support - UI Web	Brett Judd	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000199917	Marles Oldroyd	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199938	Marina Martin	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.03
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000199952	Sandy Flores	Remote Connectivity	Performance	None		TIR Missed: Yes	TIR:	1.08
	Network Operations	Brant Davis	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.08
INC000000199971	Tala'ave Lakin	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000200002	Vivian Olson	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000200016	Kaylee Ashdown	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000200045	Becky Coats	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000200064	Debbie Sheldon	Application	Reporting	Novell GroupWise		TIR Missed: Yes	TIR:	1.09
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.09
INC000000200073	Holli Turner	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.06
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000200075	Pearl Le	Application	Password	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000200077	Violet Tellez	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000200107	Karen Conley	None	None	None		TIR Missed: No	TIR:	0.00
	Voice/Data/WAN Services	Mitch Hood	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.34

Workforce Services

| INC000000200114 | Karen Quackenbush | None | None | None | | TIR Missed: No | TIR: | 0.23 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 5.77 |

| INC000000200118 | Leigh Page | Application | None | Microsoft Word | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.00 |

| INC000000200137 | Leora Lopez | Application | Error | Novell Messenger | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.00 |

| INC000000200150 | Robyn Thomas | PC/Laptop | Performance | None | | TIR Missed: No | TIR: | 0.04 |
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.04 |

| INC000000200195 | Patrea Faulkner | Network | Password | Active Directory Explorer | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.00 |

| INC000000200227 | Liliana Lao | Mainframe | Password | None | | TIR Missed: No | TIR: | 0.67 |
| Operations Production Control | Duane Hardy | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 3.43 |

| INC000000200261 | Marilyn Wallis | Print/Copy/Scan/Fax | Toner/Fuser/Ink | None | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Jay Barfuss | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | |

| INC000000200279 | Cindy Bertagnolli | Network | Incident | None | | TIR Missed: No | TIR: | 0.04 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | Closed | | TTR Missed: Yes | TTR: | 6.62 |

| INC000000200283 | Tina Kappos | Application | Password | Novell Messenger | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | |

| INC000000200289 | Kimberly Reyburn | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.04 |

| INC000000200296 | Jackie Bryant | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: Yes | TIR: | 2.38 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 2.38 |

| INC000000200300 | Rebecca Pace | PC/Laptop | Hardware | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | |

| INC000000200304 | Diane Pfeifer | Application | Error | Content Manager | | TIR Missed: No | TIR: | 0.13 |
| Application Support - Content Mana | Randall Ottesen | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.13 |

| INC000000200309 | Scott Johnson | Application | Reporting | Novell GroupWise | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.00 |

| INC000000200310 | Rebecca Farnsworth | PC/Laptop | Hardware | None | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.00 |

| INC000000200320 | Carmen Bowles | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.00 |

| INC000000200325 | Frances Curley | PC/Laptop | Error | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.00 |

Workforce Services

INC000000200340	Cathleen McKenzie	Application	Password	DWS Intranet		TIR Missed: No	TIR:	0.08
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000200344	Becky Fisher	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000200348	Kristin Hayward	Application	Error	DWS Capture		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000200351	Jason Merriam	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.49
Application Support - UWORKS		Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.49
INC000000200356	Cody Hansen	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000200357	Neil Rollins	Application	Error	DWS Capture		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000200358	Helen Hadad	Application	None	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.17
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000200361	Gloria Archuletta	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.42
Application Support - UWORKS		Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.42
INC000000200379	Michelle Viertel	Application	Error	Utah Works		TIR Missed: Yes	TIR:	12.45
Application Support - UWORKS		Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	12.45
INC000000200380	Melissa McBride	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Help Desk		Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000200393	Craig Foster	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.20
Voice Operations		Lois Schow	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.37
INC000000200403	Beverly Anderson	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000200412	Mike Asmussen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000200428	Joe Nahas	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000200441	Jerry Pruitt	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Rural South Desktop Support		Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.23
INC000000200459	Dimang Chao	Telecom	Feature	None		TIR Missed: No	TIR:	0.11
Voice Operations		Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.27
INC000000200465	Shallen Kimber	Network	None	None		TIR Missed: No	TIR:	0.85
Metro D North Desktop Support		Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.85

Workforce Services

INC000000200467	Terry MacFarlane	Application	None	Computerized Unemployment B		TIR Missed:	Yes	TIR:	1.06
	Application Support - CUBS	Clay Peacock	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.06
INC000000200482	Leora Lopez	Application	Error	DWS Capture		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000200490	Patti Fryhling	Application	None	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000200501	Todd Jorgensen	Print/Copy/Scan/Fax	Error Code	None		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000200525	Kay Hopkins	Application	Error	None		TIR Missed:	No	TIR:	0.57
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.57
INC000000200553	Sisi Spitzenberg	Remote Connectivity	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000200562	Stacy Anderson	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.66
INC000000200573	Anna Larson	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.14
	Voice Operations	Annette Nielsen	Workforce Services	High	Closed	TTR Missed:	No	TTR:	0.14
INC000000200578	Nancy K Perkins	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.21
	Application Support - DBA	Douglas Larsen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.23
INC000000200589	Michael Barnes	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000200600	Rebecca D Anderson	Application	None	BlackBerry Configuration		TIR Missed:	No	TIR:	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.08
INC000000200611	Mike Donegan	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000200637	Annette Johnson	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.07
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.07
INC000000200660	Jan Clutter-Lynn	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000200674	Lisa Osborn	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000200676	Jan Clutter-Lynn	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000200677	Jenny Sanders	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00

Workforce Services

INC000000200682	Jerry Norton	Application	Error	Utah Works Web Site	TIR Missed: Yes	TIR:	2.24
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.24
INC000000200683	Hanh Nguyen	Application	Error	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000200685	Phay Panh	Application	Error	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000200691	Ammi Tracy	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000200697	Stephanie Trappett	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000200728	Susan C Wright	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000200742	Lisa Osborn	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000200743	Carrie Peterson	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000200748	Dixie Baughman	None	None	Utah Works	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000200752	Patisepa Taula	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.17
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.42
INC000000200753	Paul Birkbeck	None	None	None	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000200758	Deborah Servis	Application	Error	DWS Web	TIR Missed: No	TIR:	0.73
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.05
INC000000200769	Alfredo Travassos Jr	PC/Laptop	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.45
Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.45
INC000000200772	Kristine Larson	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.24
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.43
INC000000200773	Janet Romo	Application	None	Computerized Unemployment B	TIR Missed: No	TIR:	0.21
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.82
INC000000200774	Joshua Hawkins	Application	None	Computerized Unemployment B	TIR Missed: No	TIR:	0.16
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.76
INC000000200777	June Conn-Solomon	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000200778	Jim Jensen	PC/Laptop	None	None		TIR Missed: No	TIR:	0.40
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.42
INC000000200807	Violet Tellez	Application	None	Mozilla Firefox		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000200808	Kelley R Meredith	None	None	None		TIR Missed: Yes	TIR:	0.56
Application Support - UWORKS	Eric Strong	Workforce Services	Critical	Closed		TTR Missed: No	TTR:	0.56
INC000000200815	Lance Soffe	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000200821	Dennis Broad	Network	Incident	None		TIR Missed: No	TIR:	0.16
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.16
INC000000200828	Jason Miller	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000200854	Janelle Brown	Network	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.09
INC000000200871	June Conn-Solomon	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000200875	Ben Mortensen	Application	Error	Public Assistance Case Manage		TIR Missed: Yes	TIR:	6.66
Application Support - PACMIS	Debbie Campbell	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	29.51
INC000000200888	Daisy Baker	Application	Password	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000200922	Anna Larson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.62
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.62
INC000000200936	Sara Hudgins	Application	Password	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000200938	Anna Larson	Telecom	None	None		TIR Missed: No	TIR:	0.00
Voice Operations	Annette Nielsen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.04
INC000000200942	Cookie Chappell	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.05
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.29
INC000000200943	Justin Whittaker	Application	Error	Utah Works		TIR Missed: No	TIR:	0.75
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.75
INC000000200970	Patti Sellers	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.96
INC000000200981	Gina Heiner	Application	Error	Content Manager		TIR Missed: Yes	TIR:	3.15
Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	3.15

Incident Report

As of **11/2/2010**

Workforce Services

INC000000201012	Thor Lee	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000201040	Valerie Martin	Telecom	Call/Receive	None		TIR Missed: No	TIR:	0.14
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.43
INC000000201040	Valerie Martin	Telecom	Call/Receive	None		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.43
INC000000201044	Kerrie Jensen	Application	Error	None		TIR Missed: No	TIR:	0.20
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.20
INC000000201046	Julia Story	PC/Laptop	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000201047	Bradley Stone	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000201061	Joe Salazar	Network	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000201068	Joy Holfeltz	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000201094	Kristine Larson	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000201098	Jolene Costigan	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000201128	Karen Quackenbush	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.78
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.78
INC000000201133	Merrill Black	Application	Reporting	Internet Explorer		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000201134	Timothy Dye	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000201135	Heidi Jameson	None	None	None		TIR Missed: No	TIR:	0.19
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.65
INC000000201151	Janet Howes	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.86
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.26
INC000000201162	Jeremy Robinson	Application	Error	None		TIR Missed: No	TIR:	0.46
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.46
INC000000201168	Jodie Jackson	Application	None	Content Manager		TIR Missed: No	TIR:	0.12
	Rural South Desktop Support	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.25

Incident Report

As of **11/2/2010**

Workforce Services

INC000000201173	Crecia Baker	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.28
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.28
INC000000201177	Annamarie Collins	None	None	None	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000201181	Gabby Klawitter	Application	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000201207	David Brand	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000201209	Judy Mattinson	Application	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000201211	Jeremy Barton	Application	Error	Novell Messenger	TIR Missed: No	TIR:	0.34
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.34
INC000000201217	Jeremy Barton	Application	Reporting	Utah Master Directory	TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000201220	Anna Larson	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000201221	Anna Larson	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000201222	Theresa R Wheatley	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.10
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000201236	Sarka Dever	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.33
INC000000201251	Tauna Woolley	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.10
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000201254	Shawn Mansell	Telecom	Call/Receive	None	TIR Missed: No	TIR:	0.34
	Voice Operations	Lois Schow	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.53
INC000000201266	Elizabeth Thorpe	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000201280	Diane Hunter	Application	Password	DB2 Query Management Facility	TIR Missed: No	TIR:	0.62
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.66
INC000000201315	Brodie Panter	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000201323	Veronica Comandone	Application	Reporting	WinWay Resume	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

Workforce Services

Incident	Requester	Category 1	Category 2	Product	TIR Missed	TIR
INC000000201324	Jamie Escobia	Application	Reporting	PGP	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000201326	Autumn Armstrong	Application	Reporting	PGP	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.38
INC000000201354	Shawn Jolley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000201357	Ellen Dixon	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.22
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.22
INC000000201362	Cathy Carey	None	None	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.03
INC000000201410	Cindy Bertagnolli	Application	Password	None	TIR Missed: No	TIR: 0.02
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.02
INC000000201434	Shirley Renz	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	TIR: 1.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.00
INC000000201446	Helen Hadad	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.61
Application Support - EREP IA	Cindy Layton	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.62
INC000000201449	Hanh Nguyen	Application	Error	Novell Messenger	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.33
INC000000201457	Sharon Peake	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000201461	Kelley R Meredith	Application	Error	Utah Works	TIR Missed: Yes	TIR: 1.18
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.18
INC000000201466	Evan Loveless	None	None	None	TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000201469	Hanh Nguyen	None	None	None	TIR Missed: No	TIR: 0.30
Capitol Hosting	Jill Berman	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.43
INC000000201472	Cindy Bertagnolli	Application	Error	None	TIR Missed: No	TIR: 0.38
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.38
INC000000201477	Toni Jex	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000201502	Hanh Nguyen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000201508	Leora Lopez	Application	Error	DWS Capture	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

Incident Report

Workforce Services								

Incident	Name	Category	Type	Item	TIR Missed	TIR	TTR Missed	TTR
INC000000201532	Tricia Matz-Underwood	None	None	None	No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		No	0.00
INC000000201534	Terry Lisonbee	Wireless Connectivity	Error	None	No	0.00		
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed		No	0.00
INC000000201535	Terry Lisonbee	PC/Laptop	Performance	Microsoft Windows XP Professi	No	0.00		
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed		No	0.00
INC000000201544	Leslie Baird	Application	Error	eFIND/eSHARE	No	0.00		
	Application Support - EFIND	Greg Nelson	Workforce Services	Low	Closed		No	0.00
INC000000201572	Lenora Enoah	Application	Error	eFIND/eSHARE	No	0.00		
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed		No	0.00
INC000000201586	Cindy Adams	Mobile Devices	Error	None	No	0.00		
	Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed		No	0.00
INC000000201588	Stephanie Trappett	PC/Laptop	Hardware	None	No	0.00		
	Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed		No	
INC000000201602	Kristen Floyd	None	None	None	No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		No	0.00
INC000000201603	Verlin Christensen	None	None	None	No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		No	0.00
INC000000201605	Tricia Cox	None	None	None	No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		No	0.00
INC000000201607	Jon Pierpont	None	None	None	No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		No	0.00
INC000000201678	Linn Gentry	Application	Password	Utah Master Directory	No	0.69		
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed		No	0.69
INC000000201682	Ruby Blank	Application	Error	Mozilla Firefox	No	0.00		
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		No	0.00
INC000000201693	Samantha Spradling	Application	Error	Microsoft Office XP Professiona	No	0.08		
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		No	0.33
INC000000201696	Paula Bowen	Application	Error	Computerized Unemployment B	No	0.51		
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		No	0.51
INC000000201705	Dawn Nelson	Network	Incident	Novell Client for 32-bit Windows	No	0.00		
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		No	
INC000000201712	Robyn Thomas	Network	None	None	No	0.16		
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed		No	0.16

Workforce Services

INC000000201714	Jared Henricksen	Server	Error	None		TIR Missed:	No	TIR:	0.58
	Metro A Network	David Sedei	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.58
INC000000201721	Dean Godfrey	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000201742	Graham Murphy	None	None	None		TIR Missed:	No	TIR:	0.00
	Campus Networking	David Sedei	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.04
INC000000201753	Irwin Purcell	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	4.88
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	4.88
INC000000201779	Penni Dehaan	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000201785	Shonie Barker	Application	Error	OpenOffice.org		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000201788	Deo Sharma	Application	Error	eFIND/eSHARE		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.18
INC000000201792	Candace Hunter	Application	Error	Novell Messenger		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000201797	Tina Kappos	Application	Error	Novell Messenger		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000201800	Jamie Escobia	PC/Laptop	Performance	Adobe Reader		TIR Missed:	Yes	TIR:	1.95
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.95
INC000000201812	Holli Turner	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.26
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.37
INC000000201846	Cookie Chappell	Application	None	Novell ConsoleOne		TIR Missed:	No	TIR:	0.68
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.68
INC000000201856	Jane Burt	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000201871	Lanelle Windley	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000201879	Cindy Bertagnolli	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	Yes	TIR:	2.33
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	2.33
INC000000201890	Jenica Sheldon	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.14
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.14
INC000000201893	Dusty Burchett	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	

Workforce Services

INC000000201929	Matthew Larson	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000201932	Delma White	Application	Password	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000201942	Nikolene Bradbury	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000201950	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000201951	Delma White	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.12
INC000000201952	Sarah Tolbert	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000201953	Debbie Torres	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000201960	Delma White	Application	Password	Novell Messenger		TIR Missed: No	TIR: 0.17
	Capitol Desktop Support	Eva Cornish	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.50
INC000000201974	Darwin Kocherhans	Application	Password	eFIND/eSHARE		TIR Missed: No	TIR: 0.10
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.24
INC000000201981	Matthew Larson	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000201982	Sarah Tolbert	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000201991	Tricia Cox	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000201999	Kathleen Leiker	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000202009	Stephen Lisonbee	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000202019	Tawnia Page	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000202028	Laurina Schouten	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000202068	Cassandra Pickle	Application	Error	Utah Works		TIR Missed: Yes	TIR: 1.14
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.14

Workforce Services

INC000000202070	Kathryn Neibert	Application	Error	Utah Electronic Resource and E	TIR Missed:	Yes	TIR:	17.49
Application Support - EREP IA	Cindy Layton	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	17.49
INC000000202071	Kasia Tuaitanu	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Application Support - EREP IA	Cindy Layton	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000202075	Shauna Vigil	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Application Support - EREP IA	Cindy Layton	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000202076	Cindy Bertagnolli	Application	Error	Content Manager	TIR Missed:	Yes	TIR:	2.39
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	2.39
INC000000202078	Cindy Bertagnolli	Application	Error	None	TIR Missed:	Yes	TIR:	2.36
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	2.36
INC000000202079	Dennie Tsuya	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.00
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	47.03
INC000000202087	Evan Loveless	None	None	None	TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000202089	Lori Calvert	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Application Support - EREP IA	Cindy Layton	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000202122	Kimberly Johnson	Telecom	Dial Tone	Telephone	TIR Missed:	No	TIR:	0.17
Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.17
INC000000202133	Jacob Hartley	Telecom	Hardware	Telephone	TIR Missed:	No	TIR:	0.52
Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.69
INC000000202141	Jolene Costigan	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	TIR:	0.00
Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000202164	Connie Perez	Network	Incident	Novell Client for 32-bit Windows	TIR Missed:	Yes	TIR:	1.40
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.40
INC000000202170	Diane Pfeifer	None	None	None	TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000202171	Natalie Henderson	None	None	None	TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.03
INC000000202222	Sherri Kirk	PC/Laptop	Virus	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	3.13
INC000000202225	Sherri Kirk	Application	Error	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	3.12
INC000000202227	Aida Moreno	Application	Error	State Payroll Time Entry System	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00

Workforce Services

INC000000202236	Yvette Woodland	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000202253	Koral Vasquez	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000202256	Cindy Bertagnolli	Application	Password	None		TIR Missed: Yes	TIR:	1.09
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.09
INC000000202273	Chadwick Spencer	Application	Error	DWS Intranet		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.29
INC000000202274	Greg Chase	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.15
Enterprise Security	Bart Grant	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000202274	Greg Chase	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Enterprise Security	Bart Grant	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000202279	Dana Martinez	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.08
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.49
INC000000202293	Gerald Gappmayer	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000202297	April Gerber	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000202300	Autumn Armstrong	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000202302	Jamie Escobia	Application	Error	Microsoft Windows XP Professi	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000202332	Tricia Matz-Underwood	Wireless Connectivity	Error	None		TIR Missed: No	TIR:	0.27
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.48
INC000000202362	Lorie Davis	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000202364	Melissa Presley	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000202373	Joe Coccimiglio	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000202381	Cindy Bertagnolli	Application	Error	None		TIR Missed: Yes	TIR:	4.24
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed		TTR Missed: No	TTR:	4.24
INC000000202382	Toni Sierra	PC/Laptop	Error	Microsoft PowerPoint		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00

Incident Report

As of **11/2/2010**

Workforce Services

INC000000202396	Jaimie Druk	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000202430	Melauni Jensen	None	None	None		TIR Missed: Yes	TIR:	1.23
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.23
INC000000202435	Mary Ann Lawson	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000202481	Mary Silva	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.20
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.20
INC000000202518	Bonnie L Kelsey	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000202525	Karen Gardner	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000202526	Carolyn Parsons	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.15
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000202537	Jared Fowers	Application	Password	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000202541	Diane Pfeifer	Application	Error	Content Manager		TIR Missed: No	TIR:	0.34
	Application Support - Content Mana	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.34
INC000000202542	Tony Knight	None	None	Computerized Unemployment B		TIR Missed: No	TIR:	0.18
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.85
INC000000202551	Traci Knight	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000202560	Gail Boyd	Telecom	IP	None		TIR Missed: No	TIR:	0.30
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.71
INC000000202562	Kathy Wendel	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000202565	Katie Hanway	Print/Copy/Scan/Fax	Error Code	Microsoft Windows XP Professi		TIR Missed: No	TIR:	0.26
	Rural South Desktop Support	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.26
INC000000202566	Richard Sanchez	Application	Error	DWS Web		TIR Missed: No	TIR:	0.60
	Application Support - Web Dev	Dave Clark	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.60
INC000000202576	Kathy Wendel	None	None	None		TIR Missed: No	TIR:	0.38
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.38
INC000000202577	Michael Barrett	Application	Error	Content Manager		TIR Missed: No	TIR:	0.04
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04

Workforce Services

INC000000202582	Joshua Spongberg	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000202585	Yvonne Krause	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000202605	Heather Simonson	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	TIR:	0.09
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.09
INC000000202607	Minka Tasevac	Application	Error	DWS Web	TIR Missed:	No	TIR:	0.00
	Application Support - Web Dev	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000202615	Scott Teuscher	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.07
INC000000202626	Leora Lopez	PC/Laptop	Hardware	None	TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000202629	Rick Maners	Application	Error	None	TIR Missed:	No	TIR:	0.36
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.36
INC000000202633	Marilyn Larsen	Print/Copy/Scan/Fax	Error Code	None	TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000202635	Nicole Steele	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.41
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.41
INC000000202644	Rick Maners	None	None	None	TIR Missed:	Yes	TIR:	49.82
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	51.01
INC000000202665	Victor Layton	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.17
INC000000202671	Russell King	Application	None	Microsoft Windows XP Professi(	TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000202679	Holly Savage	PC/Laptop	Password	None	TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.71
INC000000202686	Jacob Hartley	Telecom	None	None	TIR Missed:	No	TIR:	0.57
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.57
INC000000202687	James Mitchell	Application	Error	Content Manager	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000202698	Lisa Roman	Telecom	Call/Receive	Telephone	TIR Missed:	No	TIR:	0.24
	Voice Operations	Annette Nielsen	Workforce Services	Medium	Closed	TTR Missed:	No	TTR:	1.10
INC000000202699	Debbie Herr	PC/Laptop	Error	None	TIR Missed:	No	TIR:	0.11
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.87

Workforce Services

Incident	Caller	Category	Type	Item	TIR Missed	TIR	TTR Missed	TTR
INC000000202703	Crecia Baker	Telecom	None	None	No	0.23		
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed		No	0.33
INC000000202713	Janet Butterfield	Application	Error	Utah Works	No	0.00		
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed		No	0.00
INC000000202720	Shauna Vigil	Application	Reporting	None	No	0.00		
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		No	0.00
INC000000202750	Tamera Smith	Application	Error	eFIND/eSHARE	No	0.00		
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		No	0.00
INC000000202754	Maugasola Tua	PC/Laptop	Performance	None	No	0.00		
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		No	0.00
INC000000202756	Joe Edman	PC/Laptop	Hardware	None	No	0.00		
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		No	0.00
INC000000202759	Jeff Godfrey	None	None	Utah Electronic Resource and E	No	0.00		
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		No	
INC000000202761	Bret Lucas	None	None	Novell Client for 32-bit Windows	No	0.00		
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		No	
INC000000202764	Melissa Daymont	Application	Reporting	Novell GroupWise	No	0.00		
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		No	0.00
INC000000202772	Leora Lopez	None	None	None	No	0.00		
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed		No	0.00
INC000000202779	Kristy Callich	Application	None	Microsoft Word	No	0.00		
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		No	0.00
INC000000202795	Lien Ly	Remote Connectivity	Error	None	No	0.00		
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		No	
INC000000202805	Heather M Williams	Telecom	IP	None	No	0.30		
	Voice Operations	Julie Sabato	Workforce Services	Low	Closed		No	0.57
INC000000202827	Tamra Tyler	Application	Password	Content Manager	No	0.00		
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		No	0.00
INC000000202832	Susan C Wright	None	None	Microsoft Windows Operating S	No	0.00		
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		No	0.00
INC000000202842	Jennifer Herbert	PC/Laptop	Password	None	No	0.00		
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed		No	0.00
INC000000202845	Carol Jennings	Application	None	Microsoft Windows XP Professio	No	0.00		
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed		No	0.00

Workforce Services

INC000000202846	Randilee Spencer	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000202850	Susan Smith	Application	Reporting	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000202852	Julie Labrum	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.66
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.25
INC000000202854	Shawn Mansell	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000202859	Lisa Osborn	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000202880	Heather M Williams	Application	Error	Avaya CentreVu Supervisor		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000202883	Penney Chipp	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000202888	Vickie Olsen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000202891	Connie Shearwood	Application	None	Utah Works		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000202895	Marilyn Larsen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000202902	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000202903	Delana White	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000202931	Jeremy Robinson	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000202939	Fran Cannard	Telecom	None	None		TIR Missed: No	TIR:	0.09
	Voice Operations	Annette Nielsen	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	0.17
INC000000202966	Lisa C Peterson	None	None	None		TIR Missed: Yes	TIR:	5.08
	Application Support - EREP IA	Cindy Layton	Workforce Services	Medium	Closed	TTR Missed: Yes	TTR:	5.08
INC000000202967	Sarka Dever	Application	Password	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.01
INC000000202969	Lisa A Anderson	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP IA	None	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	

Workforce Services

INC000000202971	Oscar Molina	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP IA		None	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	
INC000000202974	Rachel Gleason	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP IA		None	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	
INC000000202977	Kathy Link	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000202981	Kathy Link	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.25
Metro A Desktop Support		Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.27
INC000000202982	Roseanna Bills	Telecom	Call/Receive	None		TIR Missed: Yes	TIR:	2.92
Voice/Data/WAN Services		Spencer Blodgett	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.93
INC000000202983	Natalie Knudson	Wireless Connectivity	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.23
INC000000202985	Susan Etzel	Application	None	Microsoft Office		TIR Missed: No	TIR:	0.00
Rural South Desktop Support		Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203003	Estefana Gutierrez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203021	Dave Lewis	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203025	Anna Larson	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000203026	Joe Salazar	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203027	Kim Hathaway	Application	Error	Public Assistance Case Manage		TIR Missed: Yes	TIR:	2.55
Application Support - PACMIS		Debbie Campbell	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.55
INC000000203036	Dale Ownby	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203038	Brent Fife	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203040	Toni C Ansel	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203041	Stephen Nebeker	Telecom	Call/Receive	None		TIR Missed: No	TIR:	0.24
Voice Operations		Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.29
INC000000203045	Janeal Dugmore	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14

Workforce Services

INC000000203052	Cindy Bertagnolli	Application	Error	Content Manager	TIR Missed: No	TIR:	0.19
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000203062	Kimmi Lam	Application	Password	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000203068	Kathy Lahey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203076	Sandra McCormick	Application	Error	None	TIR Missed: Yes	TIR:	2.91
Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.91
INC000000203082	Melissa Presley	Application	Error	Visio	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000203091	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203092	Lonna G Wight	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	TIR:	2.34
Application Support - CATS IV	Janice Folsom	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.51
INC000000203113	Anita Kramer	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000203114	Judy H Gardner	Application	Error	Utah Works	TIR Missed: No	TIR:	0.46
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.46
INC000000203120	Autumn Armstrong	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203122	April Gerber	Network	Password	Utah Master Directory	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203134	Tonya Grant	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203145	Cindy Bertagnolli	Application	Error	Content Manager	TIR Missed: No	TIR:	0.58
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.58
INC000000203164	Felicia Kinder	None	None	None	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000203177	Connie Perry	Application	Error	None	TIR Missed: No	TIR:	0.84
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.84
INC000000203192	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203208	Richelle Surplus	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000203218	Jackie Christensen	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203220	Rebecca Ntshalintshali	Application	Error	Utah Works		TIR Missed: No	TIR:	0.05
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000203232	Jared Henricksen	Application	Error	None		TIR Missed: No	TIR:	0.37
Metro A Hosting	Chris Kunde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.37
INC000000203260	Lynette H Smith	Application	None	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Kathleen Gill	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203265	Barbara Andersen	Application	Password	DWS Intranet		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203274	Bevan Nelson	Print/Copy/Scan/Fax	Error Code	DWS Capture		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Kathleen Gill	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203332	Sujeet Sukumaran	Application	Password	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.02
Application Support - EREP Databa	Chuck Brewer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000203333	Amira Mijic	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203341	John Olson	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203343	Steven Coray	Application	Error	Utah Works		TIR Missed: No	TIR:	0.66
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.66
INC000000203350	John Olson	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.39
Capitol Desktop Support	Eva Cornish	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	71.65
INC000000203361	Jon Brewer	Application	Password	Content Manager		TIR Missed: No	TIR:	0.70
Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.70
INC000000203388	Diane Hunter	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: Yes	TIR:	1.32
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.67
INC000000203403	Joanna Smith	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203409	Leslie Shortt	Application	Error	Utah Works		TIR Missed: Yes	TIR:	6.44
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.44
INC000000203437	Larry Hillman	Application	Error	Java Platform SE		TIR Missed: No	TIR:	0.14
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.79
INC000000203442	Rita Briggs	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000203443	Robert Chambers	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000203474	Kelly Green	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000203498	Rebecca Farnsworth	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000203499	Jessica Johnson	PC/Laptop	Password	None		TIR Missed: Yes	TIR:	1.33
Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.33
INC000000203509	Sariah Roberts	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000203523	Jessica Johnson	PC/Laptop	Password	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000203537	Lance Soffe	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.02
INC000000203551	Nancy K Perkins	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000203557	Megan Shaw	Application	None	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.13
INC000000203567	Gail Nelson Stokes	Print/Copy/Scan/Fax	Incident	Utah Works		TIR Missed: No	TIR:	0.43
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.43
INC000000203581	Daniel Heyworth	Mainframe	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000203588	Jackie Christensen	PC/Laptop	Performance	Novell GroupWise		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000203605	Joe Edman	Telecom	Hardware	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000203614	Maria Nak	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.84
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.84
INC000000203623	Autumn Armstrong	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000203631	Jared Chamberlain	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000203639	Janet Gale	Application	Error	Utah Works		TIR Missed: No	TIR:	0.24
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.29

Incident Report

Workforce Services

INC000000203655	Terry Hansen	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203677	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203681	Rebecca Williams	Application	None	Novell GroupWise	TIR Missed: Yes	TIR:	2.17
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.76
INC000000203702	Carrie Tenifa	Application	Error	Avaya IP Softphone	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.32
INC000000203728	Tricia Cox	Telecom	Feature	None	TIR Missed: No	TIR:	0.32
Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.52
INC000000203731	Jessica Balls	None	None	None	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000203735	Kelly Spafford	Network	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000203738	Kim Hathaway	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203741	Lyn Frohlich	PC/Laptop	Hardware	None	TIR Missed: Yes	TIR:	1.01
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.05
INC000000203743	Gary Newren	PC/Laptop	Performance	None	TIR Missed: Yes	TIR:	1.30
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: N/A	TTR:	
INC000000203746	Ann Durrant	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203751	Dusty Burchett	Telecom	Feature	None	TIR Missed: No	TIR:	0.12
Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.25
INC000000203815	Wilmalee Paret	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203833	Gerald Gappmayer	Telecom	None	None	TIR Missed: No	TIR:	0.00
Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000203838	Bryce Mesa	PC/Laptop	None	None	TIR Missed: Yes	TIR:	1.06
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	0.41
INC000000203838	Bryce Mesa	PC/Laptop	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	0.41
INC000000203841	Randilee Dowland	Application	Error	None	TIR Missed: No	TIR:	0.34
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.34

Workforce Services						

INC000000203867	Linda Hansen	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000203872	Gerald Gappmayer	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203885	Felicia Kinder	None	None	None	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000203888	Edina Cesko-Wilson	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203896	Debbie Torres	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203902	Debbie Sparks	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203907	Felicia Kinder	None	None	None	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000203913	Cassy Hahn	Application	Error	None	TIR Missed: No	TIR:	0.80
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.80
INC000000203916	Phay Panh	Telecom	Voice Mail	None	TIR Missed: No	TIR:	0.29
Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.47
INC000000203917	Phay Panh	Telecom	Voice Mail	None	TIR Missed: No	TIR:	0.28
Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.46
INC000000203918	Phay Panh	Telecom	Voice Mail	None	TIR Missed: No	TIR:	0.28
Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.43
INC000000203934	Sandy Flores	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000203942	Cassie Kelly	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.01
INC000000203984	Junie Anderson	PC/Laptop	Hardware	None	TIR Missed: Yes	TIR:	1.40
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.40
INC000000203989	Kris Springer	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000203990	Barbara Kelly	Application	Password	DWS Intranet	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000204006	Cecilia Shimanek	Application	Password	Internet Explorer	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000204013	Ben Mortensen	Application	Error	Public Assistance Case Manage	TIR Missed:	Yes	TIR:	97.94
Application Support - PACMIS	Cindy Layton	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	97.94
INC000000204016	Geoffrey Landward	PC/Laptop	Performance	None	TIR Missed:	No	TIR:	0.11
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.65
INC000000204023	Helen Sawyer	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.00
Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000204041	Phuc Nguyen	PC/Laptop	Performance	Internet Explorer	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000204047	Diane Pfeifer	None	None	None	TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000204050	Russell King	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000204088	Crecia Baker	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.10
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.10
INC000000204091	Tanner Jensen	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.07
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.07
INC000000204107	Randilee Spencer	Application	Error	Content Manager	TIR Missed:	Yes	TIR:	4.39
Application Support - Content Mana	Kent Rimmasch	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	4.39
INC000000204111	Leigh Page	Application	Error	Internet Explorer	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000204119	Andrew Wilcox	Application	Error	DWS Web	TIR Missed:	Yes	TIR:	1.37
Application Support - Web Dev	Sudha Rajamani	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	3.25
INC000000204133	Diane Lovell	Network	Incident	Microsoft Word	TIR Missed:	No	TIR:	0.03
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.03
INC000000204140	Milton Olsen	Application	Error	Internet Explorer	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000204149	Milton Olsen	Application	None	Novell GroupWise	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000204153	Loraine Martin	Application	Error	Utah Works Web Site	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.18
INC000000204158	Anna Larson	None	None	None	TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.19
INC000000204159	Anna Larson	None	None	None	TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.13

Workforce Services

INC000000204188	Derrek Larson	Application	Error	Public Assistance Case Manage	TIR Missed:	Yes	TIR:	95.82
Application Support - PACMIS	Cindy Layton	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	95.82
INC000000204190	Debra Mace	PC/Laptop	Error	None	TIR Missed:	Yes	TIR:	1.16
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	3.14
INC000000204191	Jackie Christensen	Application	Password	DWS Intranet	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000204193	Summer Begaye	Application	Error	Internet Explorer	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000204207	Janet Butterfield	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.00
Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000204211	Gregory Whittaker	Application	Error	Internet Explorer	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000204225	Kent Njord	Application	None	Novell GroupWise	TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.44
INC000000204233	Kaylee Ashdown	Application	Error	Microsoft Excel	TIR Missed:	No	TIR:	0.27
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.54
INC000000204266	Teresa Swensen	Network	Password	None	TIR Missed:	No	TIR:	0.09
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.09
INC000000204284	Fran Cannard	Telecom	Call/Receive	Telephone	TIR Missed:	No	TIR:	0.10
Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.19
INC000000204301	David Marshall	Application	Error	None	TIR Missed:	No	TIR:	0.34
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.34
INC000000204304	Tricia Mecham	PC/Laptop	Error	None	TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000204307	Devin Patrick	None	None	None	TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.04
INC000000204331	Kimberly Reiter	Application	Password	Novell GroupWise	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000204345	Robert Chambers	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000204353	Shawn Jolley	Application	Error	None	TIR Missed:	No	TIR:	0.53
Enterprise Security	Bart Grant	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.53
INC000000204370	Stacey Joos	PC/Laptop	Performance	None	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00

Workforce Services

INC000000204377	Roseanna Bills	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.04
INC000000204383	Colby Dalton	None	None	None		TIR Missed: No	TIR:	0.11
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.11
INC000000204390	Kelly Lemons	Application	Error	Utah Works Web Site		TIR Missed: No	TIR:	0.04
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.04
INC000000204397	Mary Gehman-Smith	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000204400	Rebekah Collingwood	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000204408	Michelle Madrigal	Application	Password	Novell GroupWise 32-bit Windov		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000204411	Kirsten Heaton	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000204420	Roseanna Bills	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.13
Voice Operations	Annette Nielsen	Workforce Services	Medium	Closed		TTR Missed: No	TTR:	0.36
INC000000204421	Marlene Seedall	Application	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000204425	Delma White	Application	Error	Utah Master Directory		TIR Missed: No	TIR:	0.13
Help Desk	Eileen Dubach	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.31
INC000000204432	Shaylyn Christensen	Application	Error	Utah Works		TIR Missed: No	TIR:	0.59
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.59
INC000000204439	Ashley Baker	Application	Error	None		TIR Missed: No	TIR:	0.22
Application Support - Content Mana	Kent Rimmasch	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.76
INC000000204443	Sally J Critchlow	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR:	0.08
Voice Operations	Annette Nielsen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.74
INC000000204453	Stephanie Woolworth	Application	Error	Content Manager		TIR Missed: Yes	TIR:	1.28
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.74
INC000000204457	Michelle Viertel	Application	Reporting	Microsoft Windows XP Professi		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000204463	Helen Te'o	PC/Laptop	Hardware	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000204480	Deborah Servis	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.87
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.87

Workforce Services

INC000000204486	Marie Rice	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.71
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.52
INC000000204498	Paul Dehaan	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.36
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.36
INC000000204529	Robert Christensen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.06
INC000000204602	Delma White	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.21
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.21
INC000000204604	Michelle W Christensen	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000204607	Lisa Roman	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000204611	Verlin Christensen	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000204632	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000204643	Diane Pfeifer	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000204666	Jilaun Perfetto	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000204670	Kristi Manseau	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000204708	Fredrick Ntabwoba	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000204714	Trish West	Application	Error	Content Manager		TIR Missed: No	TIR:	0.17
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.88
INC000000204715	Steve L Hansen	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000204719	Richard Priester	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000204720	June Bradfield	Application	Error	DWS Intranet		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000204721	Kerry Herrmann	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000204722	Phay Panh	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000204741	Bryce Mesa	Network	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services		Medium	Closed	TTR Missed: No	TTR:	0.00
INC000000204743	Tiffiny Whitney	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000204758	Sue Ann Heino	Application	Error	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lane Adams	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000204763	Gregory Whittaker	Application	Error	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Todd Hardy	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.03
INC000000204764	Dean Godfrey	Telecom	Hardware	Telephone		TIR Missed: No	TIR:	0.24
Voice/Data/WAN Services	Art Scott	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.49
INC000000204767	Kathy Martinez	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.27
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.27
INC000000204777	Anne Vincent	Application	None	Microsoft Word		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Kathleen Gill	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000204800	Benjamin R Patterson	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.48
Application Support - UWORKS	Eric Strong	Workforce Services		Low	Closed	TTR Missed: No	TTR:	2.48
INC000000204801	Darrin Nielsen	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000204805	April Gerber	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000204806	Tracie Williams	Application	None	Novell GroupWise 32-bit Windo	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000204810	Peggy Duncan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000204817	Peggy Duncan	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000204851	Koral Vasquez	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Kelly Warren	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000204869	Leyla Escobar	Application	Password	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP IA	Jennifer Maynes	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000204890	Paul Williams	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000204947	Jodie Jackson	Application	Error	None	TIR Missed: No	TIR:	0.97
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.01
INC000000204954	Sheryl Nisely	Network	Error	DWS Intranet	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000204982	Laurie Wittwer	Application	Password	DB2 Query Management Facility	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.01
INC000000204997	Lanelle Windley	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.42
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.42
INC000000205002	Glenda Furlong	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000205022	Stephen Nebeker	Application	Error	Job search for job seekers and	TIR Missed: No	TIR:	0.47
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.47
INC000000205026	Linda Hansen	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.04
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000205037	Erin Cockerham	PC/Laptop	None	None	TIR Missed: No	TIR:	0.11
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.78
INC000000205055	Sandy Flores	Application	Reporting	Mozilla Firefox	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000205057	Cassidy Carter	Application	Error	Utah Works	TIR Missed: Yes	TIR:	1.30
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.30
INC000000205064	Sev Kubota	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000205074	Carol Weaver	Application	Password	Novell Messenger	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000205075	Carlina Cubias-Garcia	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	TIR:	1.54
	Rural South Desktop Support	Julie Christensen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.54
INC000000205083	Tanya Steffen	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.06
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000205086	Kathryn Causey	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.07
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000205088	April Galinski	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000205089	Helen Thatcher	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.24
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.81

Workforce Services

INC000000205103	Tricia Fuhriman	Application	Error	eFIND/eSHARE	TIR Missed:	No	TIR:	0.17
Application Support - EFIND	Laurie Meriwether	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.17
INC000000205113	Susan Roberts	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000205146	Lanelle Windley	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	TIR:	0.11
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.11
INC000000205159	Patrea Faulkner	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000205173	James Mitchell	Network	Incident	None	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000205186	Chris Nance	Application	Error	Content Manager	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000205195	Tonia Jones	Wireless Connectivity	None	None	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000205212	Evan Loveless	None	None	None	TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000205220	Karen Quackenbush	PC/Laptop	None	None	TIR Missed:	No	TIR:	0.04
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.04
INC000000205236	Diane Pfeifer	Application	Error	Novell GroupWise	TIR Missed:	No	TIR:	0.11
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.11
INC000000205247	Roberta Ivankovich	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	TIR:	0.00
Metro D Help Desk	Doug Brown	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000205259	Diane Pfeifer	Application	Error	None	TIR Missed:	No	TIR:	0.21
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.21
INC000000205271	Diane Pfeifer	Application	Error	None	TIR Missed:	No	TIR:	0.12
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.12
INC000000205273	Gene Applonie	Application	Error	Contributions Automated Tax Sy	TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.18
INC000000205279	Toni Jex	Telecom	Voice Mail	None	TIR Missed:	No	TIR:	0.05
Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.27
INC000000205283	Jill Kunde	Application	Error	Novell Messenger	TIR Missed:	No	TIR:	0.15
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.15
INC000000205320	Susan Roberts	Application	Password	State Payroll Time Entry System	TIR Missed:	No	TIR:	0.06
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.06

Incident Report

Workforce Services

Incident	Requester	Category	Type	Item	TIR Missed	TIR	TTR Missed	TTR
INC000000205345	Diane Lovell	Application	Reporting	Novell GroupWise	No	0.30		
	Metro A Desktop Support	Robert Wall	Workforce Services	Low — Closed			No	5.76
INC000000205379	Tony Granados	None	None	None	No	0.00		
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low — Closed			No	0.03
INC000000205411	Vint DeGraw	Network	Error	Novell Client for 32-bit Windows	No	0.00		
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low — Closed			No	0.00
INC000000205422	Roberta Ivankovich	Print/Copy/Scan/Fax	Queue	None	No	0.00		
	Help Desk	Brenda Treadway	Workforce Services	Low — Closed			No	0.00
INC000000205449	Darcy Osborn	Telecom	Call/Receive	None	No	0.26		
	Voice Operations	Annette Nielsen	Workforce Services	Medium — Closed			No	0.32
INC000000205457	Roseanna Bills	Telecom	Call/Receive	None	No	0.71		
	Voice Operations	Gail Christiansen	Workforce Services	High — Resolved			No	
INC000000205457	Roseanna Bills	Telecom	Call/Receive	None	No	0.00		
	Voice Operations	Gail Christiansen	Workforce Services	High — Resolved			No	
INC000000205460	Stephanie Woolworth	None	None	Content Manager	No	0.00		
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low — Resolved			No	
INC000000205467	Dimang Chao	Telecom	Call/Receive	None	Yes	3.20		
	Voice Operations	Gail Christiansen	Workforce Services	Low — Closed			No	3.20
INC000000205485	Stephanie Trappett	None	None	Novell Client for 32-bit Windows	No	0.00		
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low — Resolved			No	
INC000000205494	Diane Pfeifer	None	None	None	No	0.03		
	Metro A Hosting	Tom Carney	Workforce Services	Low — Resolved			No	5.69
INC000000205500	Kerrie Jensen	None	None	None	No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low — Closed			No	0.00
INC000000205503	Heather Willden	Application	Error	Contributions Automated Tax Sy	No	0.60		
	Metro A Desktop Support	Robert Wall	Workforce Services	Low — Closed			No	3.41
INC000000205538	Diane Pfeifer	None	None	None	No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low — Closed			No	0.00
INC000000205562	Lien Le	Application	Error	None	Yes	1.16		
	Application Support - UWORKS	Eric Strong	Workforce Services	Low — Closed			No	1.16
INC000000205586	Connie I Fowler	Application	Password	Content Manager - Centralized	No	0.00		
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low — Closed			No	0.00
INC000000205597	Becky Fisher	Application	Error	Content Manager	No	0.00		
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low — Closed			No	0.00

Workforce Services

INC000000205619	Kari L Allen	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000205626	Jody McMillan	Application	Error	DWS Intranet		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000205669	Tony Granados	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.95
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.95
INC000000205676	Lauren Barker	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000205684	Evan Loveless	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000205712	Debbie Sheldon	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000205714	Joann Wetzel	Telecom	Call/Receive	None		TIR Missed: Yes	TIR:	1.33
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	12.82
INC000000205725	Julie Labrum	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR:	0.35
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.35
INC000000205734	Robert Chambers	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000205741	Annette Davis	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000205744	Kathy Kirby	None	None	None		TIR Missed: No	TIR:	0.60
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.60
INC000000205748	Hanh Nguyen	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000205749	Lora Braden	None	None	None		TIR Missed: No	TIR:	0.59
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.59
INC000000205768	Diane Lovell	Telecom	Call/Receive	None		TIR Missed: No	TIR:	0.08
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.27
INC000000205770	Cindy Bertagnolli	None	None	None		TIR Missed: No	TIR:	0.31
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.31
INC000000205785	Shasta Rebol	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000205801	Felicia Kinder	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09

Workforce Services

INC000000205807	Randi Bell	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000205809	Felicia Kinder	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000205810	Mary McConaughy	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR:	0.11
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.20
INC000000205813	Melodee Williams	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000205816	Cynthia McDaniel	Application	Error	None		TIR Missed: Yes	TIR:	77.42
	Application Support - PACMIS	Cindy Layton	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	77.42
INC000000205821	Kimberly Reyburn	Telecom	Call/Receive	None		TIR Missed: Yes	TIR:	1.66
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	11.35
INC000000205831	Cindy Bertagnolli	Application	Error	None		TIR Missed: Yes	TIR:	1.94
	Application Support - Content Mana	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.94
INC000000205835	John Davenport	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.43
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.61
INC000000205836	Sandy Flores	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000205848	Delma White	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00	
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000205862	Alexis Rodriguez	Application	Error	Public Assistance Case Manage	TIR Missed: Yes	TIR:	77.07	
	Application Support - PACMIS	Cindy Layton	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	77.07
INC000000205868	Christopher Durbin	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000205871	Patrice West	PC/Laptop	Hardware	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00	
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000205884	Levi Bohon	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00	
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000205888	Brent Newren	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000205896	Todd Jorgensen	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Julie Christensen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000205905	Juliana Smith	Application	Reporting	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000205910	Stacy Anderson	Application	Error	Utah Works		TIR Missed: No	TIR:	0.48
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.48
INC000000205912	Juliana Smith	Application	Reporting	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000205916	Joe Edman	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000205923	Jason Tolbert	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000205938	Raylyn Tucker	Network	None	None		TIR Missed: No	TIR:	0.04
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.04
INC000000205974	Marina Martin	Application	None	None		TIR Missed: Yes	TIR:	1.44
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.44
INC000000206035	Michelle Beebe	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.09
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.29
INC000000206039	Aly Scovil	Application	Error	DWS Capture		TIR Missed: No	TIR:	0.00
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.45
INC000000206052	Rob Luckau	Application	Error	Novell Messenger		TIR Missed: No	TIR:	0.33
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.33
INC000000206055	Gene Applonie	Application	Error	None		TIR Missed: No	TIR:	0.97
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.60
INC000000206062	Marge Rajski	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	1.11
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.28
INC000000206074	Laurie Wittwer	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.32
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.32
INC000000206080	Steve Olsen	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.95
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.14
INC000000206085	Paula Bowen	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000206109	Kari Marler	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000206128	Jared Henricksen	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.80
Application Support - Web Dev	Dave Clark	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.80
INC000000206153	Dusty Burchett	Application	Error	Content Manager		TIR Missed: Yes	TIR:	1.21
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.21

Workforce Services

INC000000206164	Kristan Hall	Application	None	eFIND/eSHARE	TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000206169	Melissa Bracken	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000206178	Evan Loveless	None	None	None	TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000206196	Irene Fossat	Application	None	Internet Explorer	TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000206198	Barbara Larsen	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000206204	Dan Higbee	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.39
INC000000206208	Amber Johnston	PC/Laptop	Error	None	TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000206213	Carrie Peterson	Telecom	Voice Mail	None	TIR Missed:	No	TIR:	0.11
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.14
INC000000206237	Trish West	Application	Error	eFIND/eSHARE	TIR Missed:	Yes	TIR:	1.39
	Application Support - EFIND	Laurie Meriwether	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.39
INC000000206250	Sandy L Jensen	Application	None	None	TIR Missed:	Yes	TIR:	2.41
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.41
INC000000206255	Alfreida Haycock	Application	Error	Utah Works Web Site	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.23
INC000000206265	Sandy L Jensen	Application	Password	DWS Intranet	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000206278	Cindy Bertagnolli	Application	Error	None	TIR Missed:	No	TIR:	0.47
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.47
INC000000206282	Cindy Bertagnolli	PC/Laptop	None	None	TIR Missed:	No	TIR:	0.48
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.48
INC000000206284	Shawn Jolley	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000206301	Lisa C Peterson	Application	Error	None	TIR Missed:	Yes	TIR:	1.08
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.33
INC000000206331	Joyce Long	Application	Error	Computerized Unemployment B	TIR Missed:	Yes	TIR:	1.75
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.75

Workforce Services

INC000000206341	Shawn Jolley	Network	Error	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000206343	Lisa A Anderson	Application	Error	Avaya IP Softphone	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

INC000000206350	Debbie Sheldon	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000206366	Diane Pfeifer	Application	Error	None	TIR Missed: Yes	TIR:	1.23
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.23

INC000000206370	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000206374	Robert Kelley	Application	Error	Computerized Unemployment B	TIR Missed: Yes	TIR:	1.34
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.34

INC000000206439	Paul Williams	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000206464	Jasmina Baxter	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

INC000000206479	Barbara Andersen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000206480	Jasmina Baxter	Application	Error	Content Manager	TIR Missed: No	TIR:	0.04
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04

INC000000206501	Jennifer Edwards	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000206552	Janina Von Hartmann	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	TIR:	0.76
	Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.51

INC000000206562	Lori Groves	Application	Error	Computerized Unemployment B	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000206611	Marie Higgins	Application	Password	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000206612	Heather Knowlton	Application	Error	Utah Works	TIR Missed: No	TIR:	0.21
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.53

INC000000206616	Marilyn Draper	None	None	Content Manager	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

INC000000206626	Evan Loveless	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.70

Workforce Services

INC000000206632	Alexis Rodriguez	Application	Error	None			TIR Missed: Yes	TIR:	69.20
	Application Support - PACMIS	Cindy Layton	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	69.20
INC000000206633	Chadwick Spencer	Application	Error	Content Manager			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.08
INC000000206637	Frank Trivino	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.05
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.26
INC000000206661	Michelle Beebe	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000206679	Michelle Deprizio	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000206680	Michelle Beebe	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000206708	Ann Stockham	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000206719	Lisa Roman	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000206724	Shane Ross	Application	Password	DWS Intranet			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000206745	Christine Gale	Application	Password	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000206753	Brad Anderson	Application	Password	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000206755	Nancy Sanders	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000206768	Kris Springer	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000206769	Doyle Bender	Application	Reporting	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000206802	Kevin Burt	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000206804	Timothy Budd	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000206806	Helen Thatcher	Print/Copy/Scan/Fax	Paper Jam	None			TIR Missed: No	TIR:	0.24
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.24

Workforce Services

INC000000206822	Karla Gurnsey	Remote Connectivity	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000206832	Prisca Hegngi	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.26
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.26
INC000000206836	Kathy Franson	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000206842	Tiffiny Whitney	Application	Error	Computerized Unemployment B		TIR Missed: No	TIR:	0.07
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.58
INC000000206881	Emalee Hunt	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000206884	Thomas Bore	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000206888	Valerie Martin	Application	Error	None		TIR Missed: No	TIR:	0.25
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.25
INC000000206891	Natalie Henderson	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000206896	Michael Parker	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.28
INC000000206921	Jason Merriam	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000206929	Leisha Brown	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR:	0.15
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000206939	Patricia Kamai	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000206940	Norman Nakamura	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR:	0.06
	Voice Operations	Britany Finlay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.46
INC000000206942	Julie Abrahamsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000206989	Ashley Johnson	Application	Error	None		TIR Missed: No	TIR:	0.04
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000207002	Dean Dickerson	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000207015	Julie Abrahamsen	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Julie Christensen	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	9.34

Workforce Services

Incident	Requester	Category	Type	Product		TIR Missed	TIR
INC000000207054	Kristine Larson	Network	Incident	None		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.61
INC000000207056	Lisa Weinmuller	Remote Connectivity	Performance	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000207063	Lisa A Anderson	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000207074	Meagan Wilson	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000207081	Margie Mohler	Application	Error	Utah Works		TIR Missed: Yes	TIR: 4.27
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 4.27
INC000000207082	Alice Edman	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.83
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.36
INC000000207088	Mary Pannunzio	Wireless Connectivity	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000207097	Julia Story	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000207099	David Moore	Application	None	eFIND/eSHARE		TIR Missed: No	TIR: 0.08
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.09
INC000000207107	Marilyn Wallis	Application	Error	OpenOffice.org		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000207123	Julie Labrum	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.37
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.86
INC000000207134	Deborah Graber	Application	Error	Computerized Unemployment B		TIR Missed: No	TIR: 0.15
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.41
INC000000207164	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000207178	Patrice West	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000207181	Paul Birkbeck	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.06
INC000000207183	Colleen Johnson	Application	Reporting	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000207185	Paul Birkbeck	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.05

Workforce Services

INC000000207187	Paul Birkbeck	None	None	None		TIR Missed:	No	TIR:	0.00
Metro B Desktop Support	Gary Graham	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.05
INC000000207259	Kathaleen Williams	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000207289	Anna Symes	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.32
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	2.08
INC000000207325	Mike Donegan	PC/Laptop	Error	Utah Works		TIR Missed:	No	TIR:	0.84
Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.84
INC000000207339	Connie Perry	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	1.82
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	1.82
INC000000207351	Marion Eckersley	Application	Error	Microsoft Word		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000207358	Cindy Bertagnolli	Application	Error	None		TIR Missed:	Yes	TIR:	1.95
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	1.95
INC000000207370	Michelle W Christensen	Application	Reporting	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000207375	Ryan Betts	Network	None	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000207376	LaDawn McPherson	Application	Error	BlueZone		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000207403	Robin Parker	Network	Password	Microsoft Windows XP Professic		TIR Missed:	No	TIR:	0.00
Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000207420	Janet Butterfield	Application	Error	eFIND/eSHARE		TIR Missed:	No	TIR:	0.00
Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000207425	Norman Nakamura	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.16
Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.21
INC000000207431	Danielle K Clark	Application	Error	Computerized Unemployment B		TIR Missed:	No	TIR:	0.06
Metro A Help Desk	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.16
INC000000207446	Natalie Baird	PC/Laptop	None	Symantec AntiVirus		TIR Missed:	No	TIR:	0.04
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.04
INC000000207461	Tony Granados	Application	None	Computerized Unemployment B		TIR Missed:	No	TIR:	0.24
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.44
INC000000207463	Bradley Salmond	Application	Error	SQL diagnostic manager		TIR Missed:	No	TIR:	0.09
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.09

Workforce Services

| INC000000207467 | Noah Zemke | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.15 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.15 |

| INC000000207469 | Wilmalee Paret | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.03 |

| INC000000207518 | Diane Pfeifer | None | None | None | TIR Missed: No | TIR: | 0.71 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.71 |

| INC000000207546 | Christina Gale | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000207550 | Janet Butterfield | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Doug Chaston | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000207557 | Joanne Olson | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Scott Jesienouski | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000207561 | Diane Pfeifer | Application | Error | None | TIR Missed: Yes | TIR: | 1.21 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.21 |

| INC000000207568 | Pamela Surakhun | Telecom | Voice Mail | None | TIR Missed: No | TIR: | 0.17 |
| Voice Operations | Britany Finlay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.36 |

| INC000000207569 | Kerry Daniels | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000207578 | Connie Shearwood | Application | Error | DWS Capture | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000207595 | Ler Wah | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.12 |

| INC000000207605 | Kathaleen Williams | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.11 |

| INC000000207658 | Derrek Child | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.26 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.82 |

| INC000000207678 | Justin Whittaker | None | None | None | TIR Missed: No | TIR: | 0.20 |
| Metro A Hosting | Keith Scholl | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.23 |

| INC000000207683 | Debra Nordfelt | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.97 |

| INC000000207703 | Kathaleen Williams | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000207714 | Christine Mayne | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

Incident Report

Workforce Services

| INC000000207715 | Joshua Spongberg | Application | Error | Computerized Unemployment B | TIR Missed: | Yes | TIR: | 1.26 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 1.39 |

| INC000000207719 | Delana White | None | None | None | TIR Missed: | No | TIR: | 0.00 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 1.59 |

| INC000000207720 | Nique Frasier | PC/Laptop | Hardware | None | TIR Missed: | No | TIR: | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.00 |

| INC000000207748 | Christian Ulberg | Application | Error | Novell GroupWise | TIR Missed: | No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.00 |

| INC000000207780 | Heather Payne | PC/Laptop | Performance | None | TIR Missed: | No | TIR: | 0.09 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.09 |

| INC000000207815 | Dixie Baughman | Print/Copy/Scan/Fax | Incident | None | TIR Missed: | No | TIR: | 0.00 |
| Metro D North Desktop Support | Kim Ratushniak | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.00 |

| INC000000207831 | Mercy Valdez | Telecom | Voice Mail | Telephone | TIR Missed: | No | TIR: | 0.08 |
| Voice Operations | Britany Finlay | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 2.20 |

| INC000000207838 | Phil Gammell | None | None | None | TIR Missed: | No | TIR: | 0.17 |
| Application Support - EFIND | Anhkim Le | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.73 |

| INC000000207863 | Linda Delaplaine | Telecom | Hardware | None | TIR Missed: | No | TIR: | 0.64 |
| Voice/Data/WAN Services | Mark Thomas | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.64 |

| INC000000207886 | Barbara Kelly | Application | Error | Utah Works | TIR Missed: | No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.14 |

| INC000000207889 | Stephanie Trappett | Application | Error | State Payroll Time Entry System | TIR Missed: | No | TIR: | 0.00 |
| Metro D North Desktop Support | Kim Ratushniak | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.00 |

| INC000000207892 | Amy Wylie | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.00 |

| INC000000207906 | Kathy Hart | Application | Error | None | TIR Missed: | No | TIR: | 0.00 |
| Metro D North Desktop Support | Kim Ratushniak | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.00 |

| INC000000207913 | Koral Vasquez | Mobile Devices | Error | None | TIR Missed: | No | TIR: | 0.00 |
| Metro D North Desktop Support | Kim Ratushniak | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.00 |

| INC000000207946 | Lonny Marchbanks | Remote Connectivity | Password | None | TIR Missed: | No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.00 |

| INC000000207951 | Katrina Evans | Telecom | Hardware | Telephone | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | Jay Barfuss | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.00 |

| INC000000207967 | Kristen Floyd | None | None | None | TIR Missed: | No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.00 |

Workforce Services

INC000000207971	Kristen Floyd	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000207978	Kristen Floyd	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000207990	Dawn Lay	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000208000	Janet Romo	Application	Reporting	Computerized Unemployment B		TIR Missed: No	TIR:	0.35
	Metro A Hosting	Chris Kunde	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	7.36
INC000000208004	Lisa A Anderson	Application	Error	Mozilla Firefox		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000208023	Loraine Martin	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000208032	Grazyna Janeczko	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000208036	Angela A Hansen	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000208039	Diane Pfeifer	Application	Error	None		TIR Missed: No	TIR:	0.14
	Application Support - Web Dev	Luke Arabasz	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.14
INC000000208040	Kristine Larson	Network	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000208043	Janeal Dugmore	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR:	0.18
	Voice Operations	Julie Sabato	Workforce Services	High	Resolved	TTR Missed: No	TTR:	0.18
INC000000208057	Stephanie Kearns	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.43
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.43
INC000000208067	Rick Little	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.94
INC000000208080	Richard Bischoff	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Kathleen Gill	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000208094	Michelle Smith	Wireless Connectivity	Performance	None		TIR Missed: No	TIR:	0.23
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.83
INC000000208101	Sharon Peake	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000208108	Jennifer Nelson	Application	Password	None		TIR Missed: No	TIR:	0.16
	Security	Sharon Smith	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.16

Workforce Services

INC000000208110	Jennifer Nelson	Application	Password	Content Manager	TIR Missed: No	TIR:	0.14
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000208122	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000208151	Diane Pfeifer	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.03
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000208177	Susana Rollins	Application	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000208194	Joe Coccimiglio	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000208201	Field Smith	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000208209	Jennifer Roylance-Franco	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.23
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.23
INC000000208212	Sheila Fry	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.63
INC000000208222	Sam Williams	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000208246	Devin Patrick	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.35
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.56
INC000000208250	Jim Jensen	Network	Incident	None	TIR Missed: Yes	TIR:	1.08
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.21
INC000000208256	Lanelle Windley	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000208280	Wayne Fillmore	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Medium	Resolved	TTR Missed: No	TTR:	0.00
INC000000208292	Noah Zemke	Application	Error	Contributions Automated Tax Sy	TIR Missed: No	TIR:	0.11
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000208297	Christina Gale	Application	Error	Utah Master Directory	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000208310	Marilyn Draper	None	None	None	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000208312	Evan Loveless	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000208326	Marie Rice	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000208329	Andrea Brunyer	PC/Laptop	Error	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.05
INC000000208340	Raylyn Tucker	None	None	None			TIR Missed: Yes	TIR:	4.71
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	4.71
INC000000208379	Olga Matviyenko	Application	Reporting	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000208384	Phay Panh	Telecom	Voice Mail	Telephone			TIR Missed: No	TIR:	0.12
	Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.46
INC000000208387	Scott Smith	Telecom	IP	None			TIR Missed: No	TIR:	0.23
	Voice Operations	Britany Finlay	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.23
INC000000208407	Melanie Kennedy	Application	Error	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.57
INC000000208422	Cindy Bertagnolli	Application	Error	Content Manager			TIR Missed: No	TIR:	0.45
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.45
INC000000208427	Ryan Betts	Telecom	Voice Mail	None			TIR Missed: No	TIR:	0.14
	Voice Operations	Britany Finlay	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.14
INC000000208433	Eileen Rivera	Application	Error	Novell GroupWise			TIR Missed: No	TIR:	0.37
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.37
INC000000208435	Valerie Martin	Application	Error	DWS Web			TIR Missed: Yes	TIR:	1.21
	Application Support - Data Warehou	Blaine Campbell	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.01
INC000000208462	Tanya Steffen	Application	Reporting	JavaPC			TIR Missed: No	TIR:	0.40
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.40
INC000000208472	Sylvia Pineda	PC/Laptop	Error	None			TIR Missed: Yes	TIR:	1.40
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	3.47
INC000000208507	Bruce Lamb	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000208528	Matt Green	Network	None	None			TIR Missed: Yes	TIR:	2.55
	Application Support - EFIND	Trent Ady	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.55
INC000000208530	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000208540	Jennifer Meyer-Smart	Network	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	

Workforce Services

INC000000208551	Rene Meza	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.32
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.32
INC000000208569	Marge Rajski	Telecom	IP	None			TIR Missed: No	TIR:	0.84
	Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.84
INC000000208592	Nora Olson	PC/Laptop	Performance	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000208593	Wayne Fillmore	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000208607	Dusty Burchett	Application	None	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.17
INC000000208610	Gerald Gappmayer	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000208626	Tim Early	Application	Error	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000208629	Lara Rudloff	Application	Error	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000208634	Allyn Klingonsmith	PC/Laptop	Virus	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000208637	Karen West	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000208647	Pamela McIntyre	Application	Error	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000208658	Becki Bryce	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000208661	Gerald Gappmayer	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000208676	Sherra Lynn Westover	Application	Error	BlueZone			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000208679	Selma Meono	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000208683	Lisa Ward	PC/Laptop	Password	None			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000208685	Al Yardley	Application	Error	Microsoft Windows XP Professic			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00

Workforce Services							

INC000000208688	Keith Frank	PC/Laptop	Password	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000208689	Rachael Stewart	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.04
INC000000208691	Timothy Dye	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000208693	Colby Hargis	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000208696	Cecilia Shimanek	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000208699	Seth Niederhauser	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000208700	Alan Norton	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Kathleen Gill	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000208703	Kristen Mar	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000208705	Lisa Fenn	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000208709	Darwin Kocherhans	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000208710	Carrie Peterson	None	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000208712	Kathryn Levi	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000208714	Toni Jex	None	None	Content Manager		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000208715	Kris Springer	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000208716	Verolinda Granados	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000208717	Jennifer Meyer-Smart	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.13
INC000000208718	James McCoy	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00

Incident Report

As of 11/2/2010

Workforce Services

Incident	Name	Type	Category	Item			TIR Missed	TIR
INC000000208720	Jocelyn Griffin	PC/Laptop	None	None			TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low		Resolved	TTR Missed: No	TTR: 0.00
INC000000208722	Brent Fife	None	None	None			TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR: 0.00
INC000000208724	Dale Hutchings	PC/Laptop	None	None			TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low		Resolved	TTR Missed: No	TTR: 0.00
INC000000208737	Leigh Page	Network	Error	None			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	TTR: 0.00
INC000000208739	Stephen Lisonbee	None	None	None			TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR: 0.00
INC000000208757	Cindy Adams	None	None	None			TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR: 0.00
INC000000208761	Kathy Lahey	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	TTR: 0.00
INC000000208763	Stephanie Woolworth	PC/Laptop	Hardware	None			TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low		Resolved	TTR Missed: No	TTR: 0.00
INC000000208766	Kathy Lahey	None	None	None			TIR Missed: No	TIR: 0.30
	Application Support - Web Dev	Luke Arabasz	Workforce Services	Low		Resolved	TTR Missed: No	TTR: 0.30
INC000000208769	Stephanie Woolworth	PC/Laptop	Hardware	None			TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low		Resolved	TTR Missed: No	TTR: 0.00
INC000000208773	Stephanie Woolworth	PC/Laptop	Hardware	None			TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low		Resolved	TTR Missed: No	TTR: 0.00
INC000000208781	Lyndie Degraw	Application	Error	DWS Web			TIR Missed: No	TIR: 0.49
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low		Resolved	TTR Missed: No	TTR: 0.49
INC000000208786	Kathy Lahey	Application	Password	None			TIR Missed: No	TIR: 0.13
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low		Resolved	TTR Missed: No	TTR: 0.13
INC000000208790	Ronda Kelly	None	None	None			TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR: 0.00
INC000000208795	Stephen Lisonbee	None	None	None			TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR: 0.00
INC000000208822	David Jensen	Application	Error	Utah Works			TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low		Resolved	TTR Missed: No	TTR: 0.00
INC000000208825	Cathy Bell	Application	Error	DWS Capture			TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low		Resolved	TTR Missed: No	TTR: 0.00

Workforce Services

INC000000208865	Susan Etzel	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000208953	Cindy Bertagnolli	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000208954	Sherra Lynn Westover	Application	Password	None		TIR Missed: Yes	TIR:	42.59
	Application Support - PACMIS	Cindy Layton	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	42.59
INC000000208955	Sherra Lynn Westover	Application	Error	None		TIR Missed: Yes	TIR:	42.83
	Application Support - PACMIS	Cindy Layton	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	42.83
INC000000208958	Scott Steele	Application	Password	None		TIR Missed: No	TIR:	0.06
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000208986	Yalonda House	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.17
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.98
INC000000208989	Penni Dehaan	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000208997	Dawn Nelson	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000208999	Bill Eckenbrecht	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.13
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.18
INC000000209017	Eileen Schroeder	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.31
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.31
INC000000209020	Ashley Baker	Application	Password	Content Manager		TIR Missed: No	TIR:	0.29
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.29
INC000000209029	Mary Sue McMillan-Wong	None	None	None		TIR Missed: Yes	TIR:	1.61
	Metro A Hosting	Chris Kunde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.61
INC000000209038	Mary Gehman-Smith	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.11
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000209051	Roberta Ivankovich	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000209055	Theresa R Wheatley	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000209068	Brenda Jones	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000209069	David Chatterley	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR:	0.23
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Medium	Resolved	TTR Missed: No	TTR:	0.98

Workforce Services

INC000000209075	Jamie Escobia	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.36
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.36
INC000000209081	Harut Torosyan	Network	Incident	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.04
INC000000209086	Koffi Djagba	PC/Laptop	Error	None	TIR Missed:	No	TIR:	0.03
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.03
INC000000209105	Angela A Hansen	Network	Incident	None	TIR Missed:	No	TIR:	0.00
Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.41
INC000000209106	Scott Jensen	Telecom	IP	None	TIR Missed:	No	TIR:	0.29
Metro A Hosting	Chris Kunde	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.87
INC000000209125	Vanna Chav	Application	Error	Content Manager	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000209153	William Dupaix	Application	Error	Novell GroupWise	TIR Missed:	No	TIR:	0.15
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.15
INC000000209189	David Bramble	Application	Error	Computerized Unemployment B	TIR Missed:	No	TIR:	0.75
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	6.57
INC000000209213	Alexandra Nigh	Application	Error	Computerized Unemployment B	TIR Missed:	No	TIR:	0.47
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.02
INC000000209228	Elizabeth Arnold	Application	Error	Novell GroupWise	TIR Missed:	No	TIR:	0.49
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.06
INC000000209272	Felicia Kinder	Print/Copy/Scan/Fax	Error Code	None	TIR Missed:	No	TIR:	0.26
Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.34
INC000000209277	Brad Anderson	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.25
INC000000209294	Sherra Lynn Westover	Application	Error	Public Assistance Case Manage	TIR Missed:	Yes	TIR:	40.56
Application Support - PACMIS	Cindy Layton	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	40.56
INC000000209305	Sherra Lynn Westover	Application	Error	Public Assistance Case Manage	TIR Missed:	Yes	TIR:	39.42
Application Support - PACMIS	Cindy Layton	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	39.42
INC000000209351	Randi Bell	Network	Incident	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Jay Barfuss	Workforce Services	Medium	Resolved	TTR Missed:	No	TTR:	0.00
INC000000209352	Jackie Christensen	Application	Error	None	TIR Missed:	Yes	TIR:	11.77
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	11.77
INC000000209368	Jason Tolbert	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Jay Barfuss	Workforce Services	Medium	Resolved	TTR Missed:	No	TTR:	0.00

Workforce Services

Incident	Name	Category	Type	Item			TIR Missed		TIR	
INC000000209412	Tawnia Page	Application	Error	None			TIR Missed: Yes	TIR:	1.08
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.08
INC000000209415	Sherra Lynn Westover	Application	Error	Public Assistance Case Manage			TIR Missed: Yes	TIR:	37.79
Application Support - PACMIS	Debbie Campbell	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	37.79
INC000000209419	Elaine Jensen	Application	Error	Content Manager			TIR Missed: No	TIR:	0.42
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.59
INC000000209424	Ashley Baker	None	None	None			TIR Missed: Yes	TIR:	1.17
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.17
INC000000209442	April Larsen	Telecom	Call/Receive	None			TIR Missed: No	TIR:	0.46
Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.46
INC000000209462	Stephanie Trappett	None	None	None			TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000209463	Julia Story	Application	Error	Utah Works			TIR Missed: Yes	TIR:	2.19
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.19
INC000000209482	Ronda Kelly	Print/Copy/Scan/Fax	Incident	None			TIR Missed: Yes	TIR:	4.03
Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	4.03
INC000000209548	Theresa R Wheatley	None	None	None			TIR Missed: No	TIR:	0.62
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.62
INC000000209570	Andrew Smart	Telecom	Call/Receive	None			TIR Missed: No	TIR:	0.25
Help Desk	Brenda Treadway	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.25
INC000000209578	Andrew Smart	Telecom	Call/Receive	None			TIR Missed: No	TIR:	0.27
Voice Operations	Lois Schow	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.27
INC000000209592	Jan Hunt	Application	Reporting	Contributions Automated Tax Sy			TIR Missed: Yes	TIR:	1.55
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.91
INC000000209603	Shauna Vigil	PC/Laptop	Error	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.49
INC000000209614	Raylyn Tucker	None	None	None			TIR Missed: No	TIR:	0.80
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.80
INC000000209629	Vanessa Lagemann	Application	Error	eFIND/eSHARE			TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.15
INC000000209648	Ryan Betts	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000209665	Juri Strong	Application	Error	Content Manager			TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00

Workforce Services

| INC000000209707 | Rebecca Curry | Application | Reporting | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000209715 | Dana Simper | Telecom | IP | None | TIR Missed: No | TIR: | 0.09 |
| | Metro A Hosting | Chris Kunde | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 3.67 |

| INC000000209745 | Cindy Bertagnolli | None | None | None | TIR Missed: Yes | TIR: | 1.38 |
| | Metro A Desktop Support | Mike Beynon | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.38 |

| INC000000209746 | Scott J Clark | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Jon Vanderwood | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000209756 | Sherra Lynn Westover | Application | Error | Public Assistance Case Manage | TIR Missed: Yes | TIR: | 33.48 |
| | Application Support - PACMIS | Debbie Campbell | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 33.48 |

| INC000000209758 | Kristen Cox | Application | Error | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000209773 | Tony Knight | Application | Error | Computerized Unemployment B | TIR Missed: No | TIR: | 0.93 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.93 |

| INC000000209778 | Rhonda Hypio | Telecom | Voice Mail | None | TIR Missed: No | TIR: | 0.17 |
| | Voice Operations | Annette Nielsen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.19 |

| INC000000209785 | Debbie Torres | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Eileen Dubach | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000209796 | Tricia Fuhriman | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.41 |

| INC000000209800 | Janet Butterfield | Application | Error | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Doug Chaston | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000209803 | Janet Butterfield | Application | Error | Microsoft Office | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Doug Chaston | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000209813 | Kevin Burt | Application | Error | Business Intelligence Tool | TIR Missed: Yes | TIR: | 6.31 |
| | Application Support - Data Warehou | Blaine Campbell | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 10.98 |

| INC000000209831 | Felicia Kinder | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro B Desktop Support | Gary Graham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.05 |

| INC000000209840 | Chris Witney | PC/Laptop | None | None | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000209844 | Janet Butterfield | Application | Reporting | Content Manager | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.23 |

| INC000000209851 | Brent Newren | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

Workforce Services

| INC000000209852 | Liz Lobato | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000209855 | Gregory Whittaker | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000209858 | Brent Newren | Application | Reporting | Microsoft PowerPoint | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000209860 | Tiffany Turley | Application | Reporting | None | TIR Missed: No | TIR: | 0.14 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.14 |

| INC000000209864 | Autumn Armstrong | Application | Reporting | Microsoft PowerPoint | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000209867 | April Gerber | Application | Reporting | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000209886 | Connie Smith | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Troy Morris | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000209907 | Ashley Baker | Print/Copy/Scan/Fax | None | None | TIR Missed: No | TIR: | 0.15 |
| | Metro A Desktop Support | Mike Beynon | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.15 |

| INC000000209908 | Heidi Acree | None | None | None | TIR Missed: No | TIR: | 0.51 |
| | Metro A Desktop Support | Mike Beynon | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.51 |

| INC000000209910 | Diane Pfeifer | PC/Laptop | None | None | TIR Missed: No | TIR: | 0.34 |
| | Metro A Desktop Support | Mike Beynon | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.73 |

| INC000000209916 | Maugasola Tua | PC/Laptop | Error | None | TIR Missed: Yes | TIR: | 5.77 |
| | Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 5.77 |

| INC000000209931 | Michael Hanley | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000209933 | Jackie Dalton | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | James Stearns | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000209936 | Karen Gardner | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.42 |

| INC000000209947 | CindaLee Hall | Network | Error | None | TIR Missed: No | TIR: | 0.36 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.36 |

| INC000000209948 | Ljiljana Arifovic | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.02 |
| | Metro A Desktop Support | Mike Beynon | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.02 |

| INC000000209979 | Kaylee Ashdown | PC/Laptop | Virus | Microsoft Windows XP Professio | TIR Missed: No | TIR: | 0.02 |
| | Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.02 |

Workforce Services

INC000000209988	Stephanie Trappett	None	None	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	4.80
INC000000210006	Milton Olsen	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.04
INC000000210015	Kristie Mikstas	Application	Error	Microsoft Windows XP Professi		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.03
INC000000210025	Mary Pannunzio	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.02
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.02
INC000000210027	Kamron Dalton	None	None	None		TIR Missed: No	TIR:	0.07
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.49
INC000000210040	Meagan Wilson	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.08
INC000000210045	Jodi Hicks	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000210046	Lee Odekirk	None	None	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000210048	Dawna Kranendonk	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000210051	Lyndie Degraw	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000210054	Jodi Hicks	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.05
INC000000210081	Jeanne Moore	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000210111	Doug Larsen	Print/Copy/Scan/Fax	Error Code	Computerized Unemployment B		TIR Missed: No	TIR:	0.54
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.54
INC000000210124	Shonie Barker	Application	None	Novell Messenger		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000210128	Cecilia Shimanek	Application	None	Microsoft Windows XP Professi		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000210133	David Jensen	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.33
INC000000210145	Jeudi Chav	Application	Error	Mozilla Firefox		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.06

Workforce Services

INC000000210151	Cathy Maynard	None	None	None	TIR Missed: No	TIR:	0.06
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000210166	Cindy Bertagnolli	Application	Error	Content Manager	TIR Missed: No	TIR:	0.49
Application Support - Content Mana	Nate Olson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.55
INC000000210172	Carrie Peterson	None	None	None	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000210180	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000210185	Tanya Wilson	Application	Password	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000210188	Sharen Welsh	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000210215	Shauna Vigil	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000210247	Jennifer Owens	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000210260	Matthew Larson	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000210264	Ed Enemegio	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.26
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.89
INC000000210277	Peggy Killian	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000210278	Bryan Kessinger	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000210284	Elizabeth Ross	Application	Error	Utah Works	TIR Missed: No	TIR:	0.34
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.34
INC000000210289	Marilyn Larsen	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000210325	Patti Sellers	PC/Laptop	Password	None	TIR Missed: Yes	TIR:	1.49
Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.49
INC000000210353	Jennifer Meyer-Smart	Wireless Connectivity	Error	None	TIR Missed: No	TIR:	0.20
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.51
INC000000210392	Matthew Goodman	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000210396	Doyle Bender	PC/Laptop	Performance	Microsoft Office		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000210399	Bethany Oporto	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.33
INC000000210410	David Anthony	PC/Laptop	Performance	Utah Works		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000210418	Felicia Kinder	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000210419	Rick Little	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000210425	Michelle Viertel	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000210438	Doug Lusty	PC/Laptop	Error	Contributions Automated Tax Sy	TIR Missed: No	TIR:	0.71
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.61
INC000000210492	Kaye Stewart	PC/Laptop	Performance	Adobe Reader		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000210497	Ryan Halstenrud	Application	Reporting	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000210498	Sue Ann Heino	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000210504	Tracy Parrish	Application	Error	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000210511	Linda Wallentine	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000210535	Cindy Bertagnolli	None	None	None		TIR Missed: No	TIR:	0.25
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.25
INC000000210538	Tiffany Hales	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.17
INC000000210566	Carolyn Paul	Application	None	None		TIR Missed: No	TIR:	0.14
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.66
INC000000210592	Patricia Oneil-Smith	PC/Laptop	Performance	Utah Works		TIR Missed: No	TIR:	0.11
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	14.61
INC000000210603	Scott Smith	Telecom	Feature	None		TIR Missed: No	TIR:	0.10
	Voice Operations	Britany Finlay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.19

Workforce Services

INC000000210607	Keith Frank	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.24
Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.24
INC000000210616	Kris Springer	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000210620	Gloria De Vaca	PC/Laptop	Virus	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.33
INC000000210621	Karen Quackenbush	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000210632	Sharon Peake	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000210635	Amber Beck	Network	Password	Utah Master Directory	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000210644	Debbie Sparks	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000210672	Karla Aguirre	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000210686	Randy Hopkins	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000210694	Karen Quackenbush	Application	None	Novell GroupWise	TIR Missed: Yes	TIR:	1.08
Application Services	Ken Wheeler	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.66
INC000000210705	Kris Springer	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000210717	Bryan Kessinger	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000210723	Bryan Kessinger	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000210727	Danielle Nelson	Application	Error	Utah Works	TIR Missed: No	TIR:	0.17
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.17
INC000000210738	Amira Mijic	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000210741	Kim Dinh-Nguyen	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000210768	Ma'afala Koko	Application	Password	Content Manager	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06

Workforce Services

INC000000210806	Raylyn Tucker	None	None	None		TIR Missed: Yes	TIR:	1.71
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.71
INC000000210839	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000210844	Christine Nelsen	Application	Error	None		TIR Missed: No	TIR:	0.10
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.14
INC000000210854	Norman Murphy	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	3.05
INC000000210887	Karen Quackenbush	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.21
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.61
INC000000210894	Dana Simper	Application	Reporting	Computerized Unemployment B		TIR Missed: No	TIR:	0.17
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.86
INC000000210910	Dorothy Hall	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000210925	Lien Le	Application	Error	None		TIR Missed: No	TIR:	0.18
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.18
INC000000210972	Alexia Murphy	Application	Error	Utah Works		TIR Missed: No	TIR:	0.41
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.41
INC000000210982	Diane Pfeifer	Application	Error	Content Manager		TIR Missed: No	TIR:	0.31
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.31
INC000000211001	Kimberly Washburn	Application	Password	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.13
INC000000211004	Julia Story	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.03
INC000000211022	Debbi Class	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000211062	Grazyna Janeczko	Application	Password	PGP		TIR Missed: No	TIR:	0.22
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.11
INC000000211064	Carolyn Christensen	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.02
INC000000211081	Stephanie Lemmon	Application	Reporting	Content Manager		TIR Missed: No	TIR:	0.71
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	4.55
INC000000211082	Kathy Franson	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00

Workforce Services

INC000000211137	Davina Garcia	Telecom	Voice Mail	None		TIR Missed: No	TIR: 0.10
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.21
INC000000211138	Jessica Davison	None	None	None		TIR Missed: No	TIR: 0.02
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000211160	Dana Knold	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.40
INC000000211167	Randi Carter	Application	Error	None		TIR Missed: Yes	TIR: 1.52
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.99
INC000000211182	Cindy Bertagnolli	PC/Laptop	Error	Offender Tracking		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.20
INC000000211196	Cookie Chappell	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR: 0.24
	Voice Operations	Gail Christiansen	Workforce Services	Medium	Resolved	TTR Missed: No	TTR: 0.32
INC000000211203	Clayton Taylor	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.03
INC000000211220	Samantha Moseley	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.88
INC000000211296	Kristine Larson	Network	None	None		TIR Missed: Yes	TIR: 2.72
	Network Operations	Terry Mills	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.72
INC000000211316	Melanie Kennedy	Application	Error	Novell Messenger		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.15
INC000000211328	Brenda Johnson	Application	Password	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.09
INC000000211347	Carol Thornhill	Application	Error	None		TIR Missed: No	TIR: 0.58
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.58
INC000000211352	Dana Simper	Application	Error	Computerized Unemployment B		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.33
INC000000211364	Tim Early	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.05
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.07
INC000000211375	Jenine Wood	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000211376	Maryana Valles	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000211465	Cory Pearson	Print/Copy/Scan/Fax	Queue	Content Manager - Centralized		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.43

Incident Report

Workforce Services

INC000000211477	Christi Seger	Application	Error	None	TIR Missed: Yes	TIR:	6.50
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.51
INC000000211484	Leeann Madsen	Application	Reporting	Computerized Unemployment B	TIR Missed: No	TIR:	0.27
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.27
INC000000211513	Connie Green	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000211520	Melissa McBride	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.06
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.25
INC000000211521	Sammy Batarseh	Application	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000211533	Pamela J Wilson	None	None	None	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Jon Vanderwood	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000211582	Charles Owens	None	None	Utah Works	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000211639	Nancy Nordlund	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000211643	Jolene Costigan	Application	Error	BlueZone	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000211646	Nicole Wily	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000211663	Christine Nelsen	Application	Error	None	TIR Missed: No	TIR:	0.62
Technical Lead/Project Manager	James Kammeyer	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.61
INC000000211674	Dusty Burchett	Application	Error	Microsoft Word	TIR Missed: No	TIR:	0.08
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000211678	Patricia Kamai	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.57
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.01
INC000000211686	Jackie Dalton	Print/Copy/Scan/Fax	Incident	BlueZone	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000211687	Sammy Batarseh	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.16
INC000000211693	Jane Gardner	Telecom	Voice Mail	telephone	TIR Missed: No	TIR:	0.08
Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.31
INC000000211703	Tim Olson	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

| INC000000211704 | Erlinda Anderson | Application | Error | None | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Brenda Treadway | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000211711 | Diana Apperson | PC/Laptop | Performance | Microsoft Windows XP Professio | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000211713 | Doyle Bender | PC/Laptop | Performance | Microsoft Word | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000211714 | Sammy Batarseh | Telecom | Feature | Telephone | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Brenda Treadway | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000211716 | Ernest Ramos | PC/Laptop | Error | Content Manager - Centralized | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.16 |

| INC000000211719 | Chris Cook | PC/Laptop | Performance | Microsoft Windows XP Professio | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000211722 | Al Yardley | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000211733 | Tamra Tyler | Application | Reporting | Content Manager | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000211744 | Marta Polanco | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.09 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.09 |

| INC000000211748 | Debbie Torres | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Brenda Treadway | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000211756 | Erlinda Anderson | Print/Copy/Scan/Fax | Error Code | Adobe Acrobat 9.0 Pro | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 3.12 |

| INC000000211760 | Blake Bingham | Telecom | IP | Telephone | TIR Missed: No | TIR: | 0.35 |
| | Voice Operations | Annette Nielsen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.42 |

| INC000000211761 | Paul Williams | Application | Password | Utah Master Directory | TIR Missed: No | TIR: | 0.04 |
| | Help Desk | Vicky Marrelli | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.52 |

| INC000000211765 | Paul Williams | Application | Password | Novell GroupWise | TIR Missed: No | TIR: | 0.05 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.11 |

| INC000000211769 | Gary Newren | Application | Error | Internet Explorer | TIR Missed: No | TIR: | 0.58 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.71 |

| INC000000211771 | Ryan Betts | PC/Laptop | Virus | None | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000211773 | June Conn-Solomon | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

Workforce Services

INC000000211774	Edina Cesko-Wilson	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000211780	Cynthia Arnold	Application	Reporting	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000211814	Vivian Brown	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000211815	James Stavros	PC/Laptop	Password	Microsoft Windows XP Professi	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000211849	Amber Beck	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000211852	Joe Edman	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000211854	Lon Bowen	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000211855	Carl Moore	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.17
INC000000211860	Julie Lay	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000211893	Gregory Bates	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.29
Security	Bart Grant	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.29
INC000000211971	Tiffany Turley	Application	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000211977	Stephanie Trappett	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000211989	Maria Torres	Application	Error	PGP	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000211990	Kim Auberger	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000211999	Tracy Schroeder	Network	Password	None	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000212001	Maria Torres	Application	Error	Contributions Automated Tax Sy	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000212003	Cindy Arndt	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services							

INC000000212023	Lee Odekirk	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000212044	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000212050	Jamie Escobia	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000212051	Anna Sargsian	Application	Reporting	Content Manager		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000212053	Jeana Bahr	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000212055	Natalie Knudson	None	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000212068	Gary Reid	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000212076	Brandie Gallegos	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.14
INC000000212118	Yalonda House	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000212125	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000212126	Leo Winegar III	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000212130	My Tran	Application	Error	None		TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000212132	My Tran	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000212133	Stephen Nebeker	Telecom	Feature	None		TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000212141	Metro Security	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000212143	Lien Le	Application	Error	None		TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000212146	Amira Mijic	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00

Workforce Services

INC000000212152	Metro Heat2	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000212153	Wayne Fillmore	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000212154	Barbara Fischer	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000212155	Veronica M Valadez	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.22
INC000000212203	LeAnn Muranaka	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000212205	Cindy Adams	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000212211	Cindy Adams	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000212219	Susan Etzel	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000212245	Debbie Sparks	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000212252	Barbara Bloomfield	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000212298	Cindy Adams	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000212305	Cindy Adams	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000212314	Randy Hopkins	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000212317	Tricia Cox	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000212325	Liz Lobato	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000212329	Susan Etzel	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000212330	Debbie Herr	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000212332	Debbie Sparks	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000212333	Kathleen Leiker	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000212355	Annette Schvaneveldt	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.22
Application Support - EFIND	Laurie Meriwether	Workforce Services	High	Resolved		TTR Missed: No	TTR:	1.50
INC000000212356	Michelle Phillips	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000212359	Mary Hualde	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000212435	Sherri Kirk	Network	Incident	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000212469	Sonja Sheffer	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Technical Lead/Project Manager	Doug Thornton	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00